

Metro

*Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
3rd Floor Board Room*



Metro[®]

Agenda - Final

Thursday, September 19, 2019

9:00 AM

**One Gateway Plaza, Los Angeles, CA 90012,
3rd Floor, Metro Board Room**

Operations, Safety, and Customer Experience

Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES
(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

CONDUCT IN THE BOARD ROOM - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

REMOVAL FROM THE BOARD ROOM The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

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Agendas for the Regular MTA Board meetings are prepared by the Board Secretary and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at www.metro.net or on CD's and as MP3's for a nominal charge.

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NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

CALL TO ORDER

ROLL CALL

15. **SUBJECT: BUDGET DEVELOPMENT PROCESS** [2019-0640](#)

RECOMMENDATION

RECEIVE AND FILE the Annual Budget Development Process.

(ALSO ON FINANCE, BUDGET AND AUDIT COMMITTEE)

22. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2019-0576](#)

RECOMMENDATION

Operations Employees of the Month

Attachments: [Presentation](#)

23. **SUBJECT: NEW BLUE/ EXPO SERVICE AND PROJECT MANAGEMENT** [2019-0577](#)

RECOMMENDATION

RECEIVE oral report update on New Blue/Expo Service and Project Management.

Attachments: [Presentation](#)

24. **SUBJECT: EXERCISE OPTIONS ON EXISTING BUS PROCUREMENT CONTRACTS** [2019-0605](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modifications to exercise the Options Bus Buy as follows:

- A. Modification No.: 14 to Contract OP28367-000, Part A with El Dorado National (California), Inc. ("ENC"), to procure 259 Contract Option forty-foot CNG buses for the firm fixed price of \$189,369,145 increasing the Total Contract Value from \$204,278,402 to \$393,647,547 inclusive of sales tax;
- B. Increase the Life-of-Project budget for the CP 201057 for FY20-22 capital program in the amount of \$213,345,580 from \$207,567,748 to \$420,913,328;
- C. Modification No. 3 to Contract OP28367-003, Part B with New Flyer of America Inc. (NFA) to purchase 70 Contract Option

sixty-foot CNG articulated buses for the firm fixed price of \$73,457,860 increasing the Total Contract Value from \$68,414,506 to \$141,872,366, inclusive of sales tax;

- D. Increase the Life-of-Project budget for CP 201076 for FY20-22 capital program in the amount of \$77,111,410 from \$72,200,000 to \$149,311,410;
- E. Modification No. 2 to Contract OP28367-002, Part C with BYD Coach & Bus, LLC (BYD) to purchase 40 Contract Option forty-foot ZE buses for the firm fixed price of \$30,863,440, increasing the Total Contract Value from \$47,774,723 to \$78,638,163, inclusive of sales tax; and
- F. Increase the Life-of-Project budget for CP 201077 for FY21-22 capital program in the amount of \$63,082,341 from \$65,900,000 to \$128,982,341.

Attachments:

[Attachment A – Procurement Summary - \(OP28367, Part A\)](#)

[Attachment B – Contract Modifications Change Order Log - \(OP28367, Part A\)](#)

[Attachment C – DEOD Summary - \(OP28367, Part A\)](#)

[Attachment D - Funding Expenditure Plan - \(OP28367, Part A\).pdf](#)

[Attachment E – Procurement Summary - \(OP28367, Part B\)](#)

[Attachment F – Contract Modifications Change Order Log - \(OP28367, Part B\)](#)

[Attachment G – DEOD Summary - \(OP28367, Part B\)](#)

[Attachment H - Funding Expenditure Plan - \(OP28367, Part B\).pdf](#)

[Attachment I – Procurement Summary - \(OP28367, Part C\)](#)

[Attachment J – Contract Modifications Change Order Log - \(OP28367, Part C\)](#)

[Attachment K – DEOD Summary - \(OP28367, Part C\)](#)

[Attachment L - Funding Expenditure Plan - \(OP28367, Part C\).pdf](#)

[Presentation](#)

25. **SUBJECT: UPDATE FOR JUNE AND JULY 2019 TRANSIT SAFETY AND SECURITY PERFORMANCE** [2019-0559](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A - System-Wide Law Enforcement Overview June & July 2019](#)
[Attachment B - MTA Supporting Data June & July 2019](#)
[Attachment C - Key Performance Indicators June & July 2019](#)
[Attachment D - Transit Police Summary June & July 2019](#)
[Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

26. **SUBJECT: METRO'S PHOTO ENFORCEMENT PROGRAM** [2019-0547](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award an eight-year, firm fixed price Contract No. PS60032000, to Redflex Traffic Systems, Inc., for Photo Enforcement Program Services in an amount not to exceed \$25,385,196, effective October 1, 2019, subject to resolution of protest(s), if any; and
- B. TERMINATING Contract No. PS68103079 with Conduent State & Local Solutions, Inc. once all operations, maintenance and citation processing have been transitioned to the new awarded contractor Redflex.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - DEOD Summary](#)

27. **SUBJECT: SPACE PLANNING/INSTALLATION SERVICES AND FURNITURE** [2019-0632](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS28069-2000 to exercise the two, one-year options with M3 Office, Inc. for Space Planning/Installation Services and Furniture, in the amount of \$2,000,000 increasing the not-to-exceed total contract value from \$5,000,000 to \$7,000,000 and extending the contract term to March 31, 2022.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Change Order Log](#)
[Attachment C - DEOD Summary](#)

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28. **SUBJECT: OFFICE OF INSPECTOR GENERAL REPORTS ON THE AUDIT OF (1) THE GRAFFITI/LANDSCAPING/TRASH MAINTENANCE ON THE GOLD AND ORANGE LINES RIGHT-OF-WAYS AND (2) MISCELLANEOUS EXPENSES FOR THE PERIOD OCTOBER 1, 2018 TO DECEMBER 31, 2018** [2019-0631](#)

RECOMMENDATION

RECEIVE AND FILE Office of Inspector General (OIG) final reports on the (1) Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways and (2) Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018.

Attachments: [Attachment A - Audit of the Graffiti, etc on Gold Line & Orange Line ROW](#)
[Attachment B - Audit of Misc Expenses from October 1, 2018 - December 31, 2018 Presentation](#)

46. **SUBJECT: ADAPTIVE REUSE OF LIGHT RAIL VEHICLE 100** [2019-0714](#)
APPROVE Motion by Garcia and Hahn that the CEO:

- A. Direct Metro staff to contact City of Long Beach staff regarding the City's plans to adaptively reuse Car 100, and
- B. Report back to the Metro Board of Directors during the November 2019 board cycle with a strategy on how best to support Long Beach's efforts to adaptively reuse Car 100, in a manner and timeline that aligns with the 30th Anniversary of the Metro Blue Line's opening and that will raise the profile of Car 100 as a resource and destination for our community and many visitors.

SUBJECT: GENERAL PUBLIC COMMENT

[2019-0696](#)

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S
SUBJECT MATTER JURISDICTION

Adjournment



Board Report

File #: 2019-0640, **File Type:** Informational Report

Agenda Number: 15.

**FINANCE, BUDGET AND AUDIT COMMITTEE
SEPTEMBER 18, 2019
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 19, 2019**

SUBJECT: BUDGET DEVELOPMENT PROCESS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Annual Budget Development Process.

ISSUE

At the May 2019 Board Meeting, the Board requested a report back on the budget development process. This report provides the budget development process and improvements for increased transparency throughout the year.

DISCUSSION

Metro is a regional transportation planner, builder, funder and transit operator for Los Angeles County. The budget represents an annual snapshot of the needs for the agency to continue with the multi-year programs and plans underway. Applying budget resources to these programs is a comprehensive and iterative year-round process. The budget development starts with updating the progress on the program plans, assessing the rate of milestone delivery, and the available resources for these core programs grouped by Transportation Infrastructure Development (Builder), Metro Transit Operations (Operator), and Planning & Subsidy Program (Planner/Funder).

At the beginning of the fiscal year (July through December), departments focus on the development of long-term project and program budget planning to ensure alignment with the program goals and agency initiatives. Staff applies available funding to meet these program needs at the same time. The second half of the year (January through June), staff refines the first year of the long term plan to produce the annual budget.

Along with the program progress review, Metro prepares a Quarterly Financial and Performance Report that summarizes the results of actual to budget variance and Metro's overall performance from the Comprehensive Agencywide Performance Evaluation (CAPE) tool. The CAPE measures

progress of Mission Essential Task Lists (METLs), Key Performance Indicators (KPIs) and Project Milestones. All elements of performance are combined to produce an evaluation base for developing the new fiscal year budget.

Based on the review of the long-term plan, available funding, and regular performance evaluations, the CEO then directs an annual budget funding target that is feasible and realistic to deliver the program goals within schedule and scope for each department, in a fiscally responsible manner. Staff reconciles the departmental budget proposals with CEO budget targets while allocating financial resources that are eligible and available to maximize transportation and mobility impact for our customers. The intensive review process is repeated at program level and department level multiple times to deliver CEO targets and agency goals while forming the proposed budget for Board review.

Status of the development progress is reviewed monthly at Finance and Budget Committee starting in January each year. Starting with FY21, bus and rail proposed Revenue Service Hours (RSH) will go to Operations, Safety, and Customer Experience Committee in February for review. Staff also conducts in depth Budget Board Staff Briefings at least once a month to anticipate potential program concerns or budgetary issues.

Outlined below is a general timeline for Board review of the budget development:

January - Budget Parameters

In January, OMB provides a Budget Development update to the Board. This report outlines the following:

1. Budget Process and Schedule
2. Sales tax forecasts based on leading forecasting agencies (UCLA, Beacon Economics and Muni Services)
3. Resource Assumptions
4. Consumer Price Index (CPI) projections based on leading forecasting agencies (UCLA and Beacon Economics)
5. Other expense assumptions

Revenue projections are essential in developing a realistic forecast, that not only Metro relies on to develop their budget, but the entire county as well. Extensive analysis is done with leading forecasting agencies' projections and long-term/short-term Metro historical receipts. These projections and assumptions provide the parameters for the resources available for the upcoming year and are updated throughout the budget process as more information becomes available.

The results of Q1 and Q2 Financial and Performance Review aide in evaluating the current budget

and aide in developing next year's budget. Assessment of how projects are tracking and the identification of major changes that may impact the current budget and future needs are also considered.

Based on the projected revenues available, the results of current year Q1 and Q2, and known changes, next year's budget targets are set and approved by the CEO. These targets allow us to control expenses within available resources with the objective of preparing a balanced proposed budget for the Board.

February - Transportation Infrastructure Development & Revenue Service Hours

In February, OMB provides a preliminary look at Metro's transit expansion program overseen by Transportation Infrastructure Development (TID), which includes the following:

1. Transit Expansion: Light Rail, Heavy Rail, Bus Rapid Transit (BRT) Construction, and early planning efforts before construction
2. Highways: Front-end planning, preliminary engineering and project implementation support for Highway Improvement as approved in Measure M and Measure R, as well as Soundwalls
3. Metro Regional Rail projects and Metrolink Operations/Capital Program funding

The TID Program budget development process occurs from August - January. The program supports the Planning and Construction efforts that comprise the future transit expansion across the county as defined in the Measure R and M Ordinances. A portion of the budget is allocated to planning and early design efforts funded on an annual basis. Planning efforts are required to develop a transit project from a conceptual early vision to a tangible project for which the public can provide input for further definition and development.

Thereafter, the majority of the program budget is administered with Life of Project Budget (LOP) constraints as adopted by the Board. During this time, OMB staff evaluate the numerous projects to forecast and prepare for near/long term cashflow risks and potential LOP concerns. This process focuses on milestone progress evaluation, annual cashflows updates, and fund risk monitoring to manage overall funding delivery to support the major capital projects specified in Measure R and Measure M.

Service Parameters

Also in February, Transit Operations will provide bus and rail service parameters for Operations, Safety, and Customer Experience Committee review. The parameters are based on current levels of scheduled service adjusted for new programs like NextGen and other service adjustments to reflect actual "on-street" deployment, as well as other board-mandated services.

March - Transit Operations and Metro State of Good Repair

In March, OMB provides a preliminary look at the second largest Metro program, Metro Transit Operations and Metro State of Good Repair (SGR), which includes the following:

1. Bus and Rail Service Levels
2. Bus and Rail Operating Budget
3. Bus and Rail Operating Expenditures by Type
4. Metro State of Good Repair Program (Bus, Rail and other Asset Improvements)

The Operations budget is largely based on the planned Revenue Service Hours (RSH) and Boardings projected for the upcoming fiscal year. In March, the preliminary Transit Operations budget will be provided based on the service levels reviewed by the Operations Committee in February. Once approved, they will be broken down into discrete estimating factors encompassing each budget element and will form the basis for FTEs and all other Operations and Maintenance budget resource needs.

Metro State of Good Repair (SGR)

To provide for the best possible system reliability and safety for Metro's riders, the agency is committed to allocate the necessary resources to keep transit infrastructure in a state of good repair. Elements of infrastructure upgrades and improvements include bus and rail vehicle acquisition and mid-life maintenance, rail track and signal rehabilitation, facilities maintenance, critical information systems and repair/replacement of other peripheral infrastructure.

The SGR planning process begins in August as part of the multi-year capital projects long-term plan. The baseline document used for planning is a detailed asset listing using Federal Transit Administration (FTA) asset definitions and variables to assess asset age, condition, and other asset useful life measurements.

The process requires a grouping of asset repairs into individual projects and requiring estimates using criteria including, but not limited to, average asset condition, life cycle cost calculations, availability of staffing resources, project readiness, and progress made on existing projects. The Senior Leadership Team and OMB work with the technical working groups to evaluate project prioritization. Once the projects are finalized, the SGR program plan and related cash flows for the upcoming fiscal year are brought to the Board for approval as part of the annual budget.

April - Subsidy Funding and Agency Budget

In April, OMB provides a preliminary look at the third largest Metro program, Metro Subsidy Funding Program, Debt Program, a high-level summary of the agency preliminary budget, which includes the following:

1. Subsidy Funding Program (direct funding to our regional partners to support local transportation needs)
2. Debt Service (financing tool to help deliver essential capital projects)
3. Summary of Agency Budget
 - a. Agency budget by Department
 - b. Agency budget by Expenditure Type
4. Full-Time Equivalent (FTE) positions

Metro as the Regional Transportation Planning Agency for Los Angeles County, is responsible for programming and administering local, state and federal funds for the operating and capital needs of the county's transit systems and various transportation programs. This program is mainly formula allocated funding and is directly related to the sales tax revenues projections. The programming of these funds undergoes an extensive review process by various Metro subcommittees and stakeholders from April through June, with final Metro Board action in June each year.

Each month, OMB presented the preliminary budgets of the major programs as a builder, operator and funder. The Summary of Agency Budget is a comprehensive look at the agency's proposed budget, bringing all the programs together. The Annual Budget will be presented by Department and Expenditure Type to provide a cross sectional view of the expenses anticipated for the next fiscal year.

FTE position requests are submitted by each department in February. The reasonableness of the requests are reviewed in conjunction with their CAPE results and overall department deliverables. All FTE requests are reviewed and approved by CEO in March, the labor dollar impact is calculated and presented as part of the Agency Budget broken down by Department and Expenditure Type.

May - Public Hearing and Board Adoption

With the consolidation of all the elements of the budget, a proposed budget is released to the public for review. A Budget Public Hearing is scheduled as required by PUC 130105 and 130106 for final Board Adoption of the annual budget.

June

Once the budget is officially adopted, the Adopted Budget is finalized and Metro ensures revenue resources are available for funding by July 1st.

Budget Public Outreach

A comprehensive public outreach plan is in place to provide various forums for the public to participate on the development process of the FY20 Budget. Over the last few years, the comprehensive outreach program included many opportunities to provide feedback using different methods, through email and telephone, in addition to many in-person public meetings. Metro has expanded the outreach program by utilizing technology to reach LA County residents. An online survey was developed and evolved into an online interactive budget tool developed to solicit input. Metro has further launched social media campaigns that included Facebook and Twitter to drive people to the online interactive budget tool. Traditional budget workshops were held to garner feedback. These meetings included Metro Service Councils, Citizens Advisory Council (CAC), Policy Advisory Committee (PAC) and other internal stakeholder meetings. The Telephone Town Hall, the most recently added event was utilized to roundup the public outreach efforts, which reached an all-time high in the number of participants.

FINANCIAL IMPACT

There is no financial impact with this Receive and File Report.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #5: Provide responsive, accountable, and trustworthy governance within the Metro Organization.

NEXT STEPS

Staff will initiate the budget development process according to schedule and will provide advance invitation to the Board to participate in the monthly status review starting in January 2020. The revenue service assumptions will be presented to the Operations, Safety, and Customer Experience Committee. Meanwhile, Metro will continue focused informational outreach campaign to advise the public on transportation and transit plans included in the proposed budget.

Prepared by: Michelle Navarro, Executive Officer, Finance, (213) 922-3056
Melissa Wang, Senior Executive Officer, Finance, (213) 922-6024

Reviewed by: Nalini Ahuja, Chief Financial Officer, (213) 922-3088



Phillip A. Washington
Chief Executive Officer

Budget Development Process

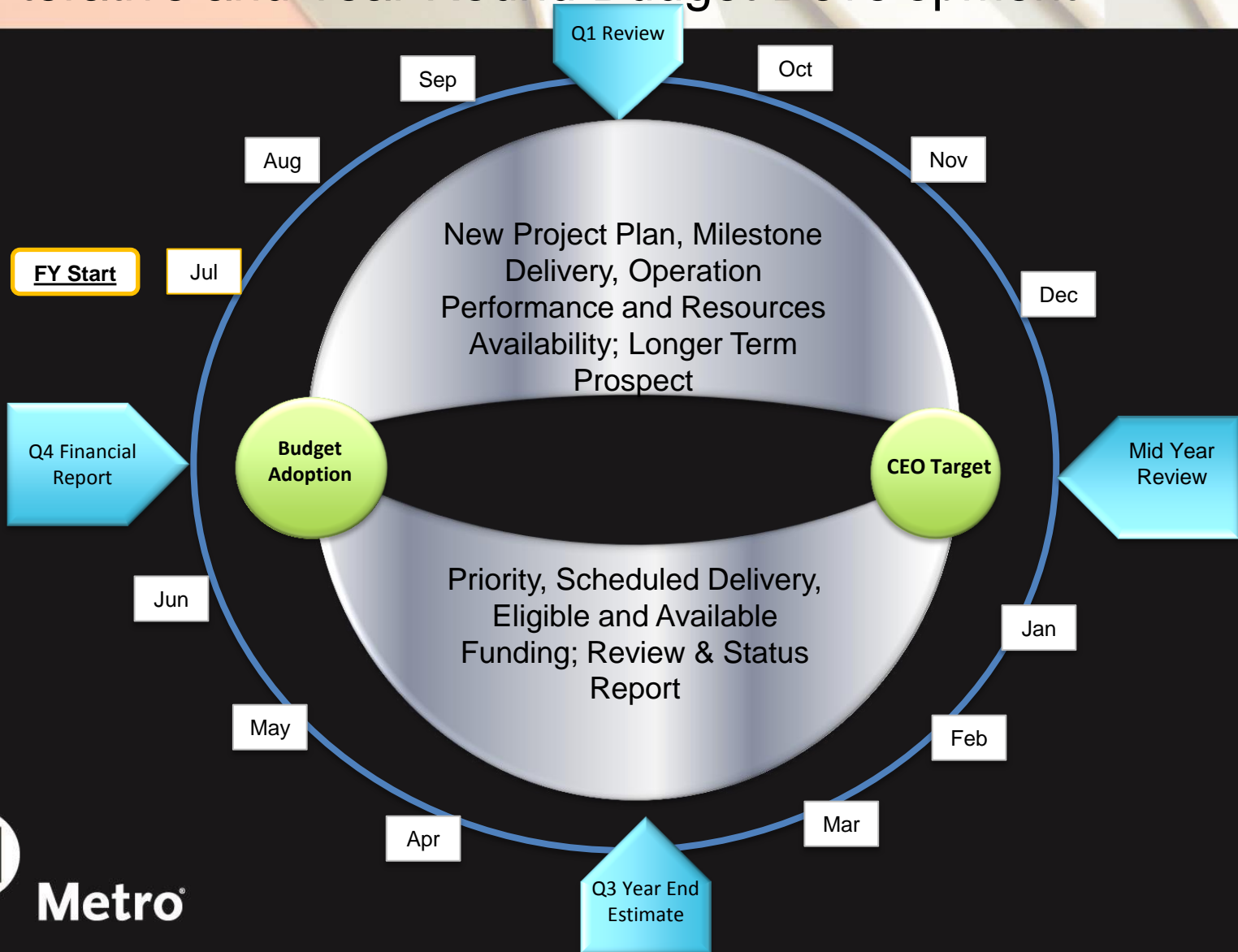
*Finance, Budget and Audit Committee
September 18, 2019*

*Operations, Safety and Customer Experience Committee
September 19, 2019*




Metro

Iterative and Year Round Budget Development



Planned FY21 Budget Development Process

Month	Topic	Status Report
January	<ul style="list-style-type: none">• Budget Parameters, Process and Schedule	Finance, Budget and Audit Committee
February	<ul style="list-style-type: none">• Transportation Infrastructure Development• Bus and Rail Revenue Service Level	<ul style="list-style-type: none">• Finance, Budget and Audit Committee• Operations, Safety and Customer Experience Committee 
March	<ul style="list-style-type: none">• Transit Operations• State of Good Repair	Finance, Budget and Audit Committee
April	<ul style="list-style-type: none">• Subsidy Funding• Agency Budget	Finance, Budget and Audit Committee
May	<ul style="list-style-type: none">• Public Hearing• Board Adoption	<ul style="list-style-type: none">• Finance, Budget and Audit Committee• Regular Board Meeting

Public Outreach Result in FY20 Cycle

EVENT

DETAILS



4,977
TELEPHONE
TOWN HALL
LISTENERS



- **Outbound calls:** 40,106
- **Answered calls:** 33,826
- **Live Q&A:** 15
- **4,888** active listeners for at least 45 out of 60 minutes



798
ALL COMMENTS



- **Comments received from:**
 - Online Budget Tool
 - E-mail comment line



1,678
INTERACTIVE
BUDGET TOOL
RESPONDENTS



- **Launched** March 1, 2019
- **Marketed through:**
 - Metro website banner
 - Facebook/Instagram Ads; Twitter posts
 - **Take Ones:** 75k+ distributed throughout system
 - Metro On-hold Message
 - East Portal Ticker (Union Station)
 - **E-blast:** 468k sent to Metro subscribers



10
MEETINGS:
SERVICE
COUNCILS &
STAKEHOLDERS



- **Visited Committees/Subcommittees and Service Councils**
 - **Service Councils:** San Fernando Valley, Westside/Central, Gateway Cities, South Bay, and San Gabriel Valley
 - **Committees/Subcommittees**
 - Bus Operators Subcommittee
 - Technical Advisory Committee
 - Streets & Freeways Committee
 - Local Transit Systems Subcommittee
 - Citizens Advisory Council



Thank you



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Board Report

File #: 2019-0576, **File Type:** Oral Report / Presentation

Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 19, 2019**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

Operations Employees of the Month

DISCUSSION

Operations Employees of the Month recognizes Transportation, Maintenance and Logistics frontline employees for their outstanding leadership contributions to the Operations Department.

September Employees of the Month

Operations, Safety, And Customer Experience Committee



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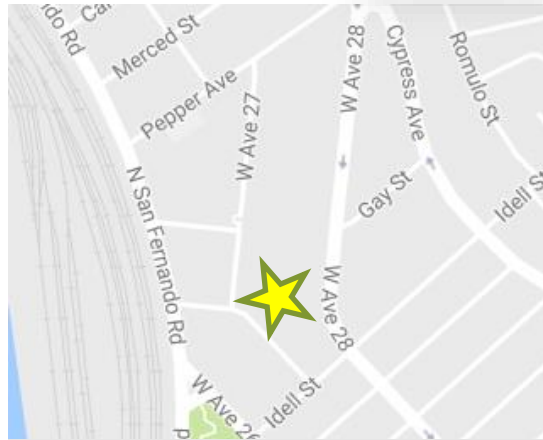
Employees of the Month



Transportation

Bus Operator

Wesley Levy



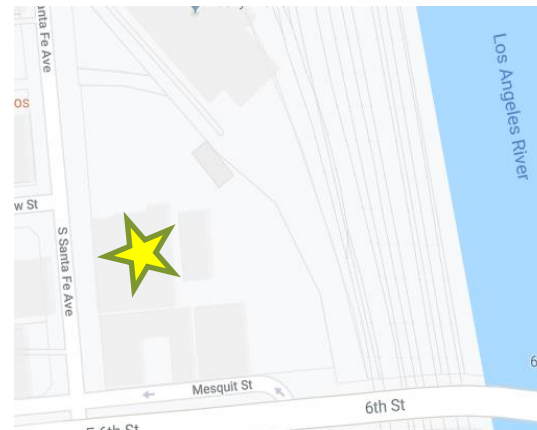
Division 3 – Los Angeles

Maintenance

Traction Power

Inspector Leader

Saul Chamness

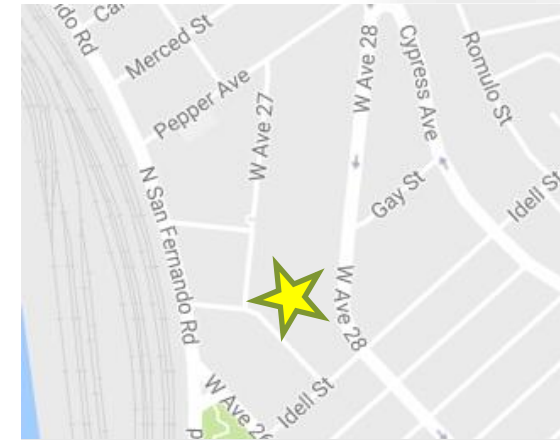


Location 64 – Los Angeles

Logistics

Storekeeper

Ernie De La Rosa



Division 3 – Los Angeles



Board Report

File #: 2019-0577, **File Type:** Oral Report / Presentation

Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 19, 2019**

SUBJECT: NEW BLUE/ EXPO SERVICE AND PROJECT MANAGEMENT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report update on New Blue/Expo Service and Project Management.

New Blue/Expo Service & Project Update



New Blue Phase 2

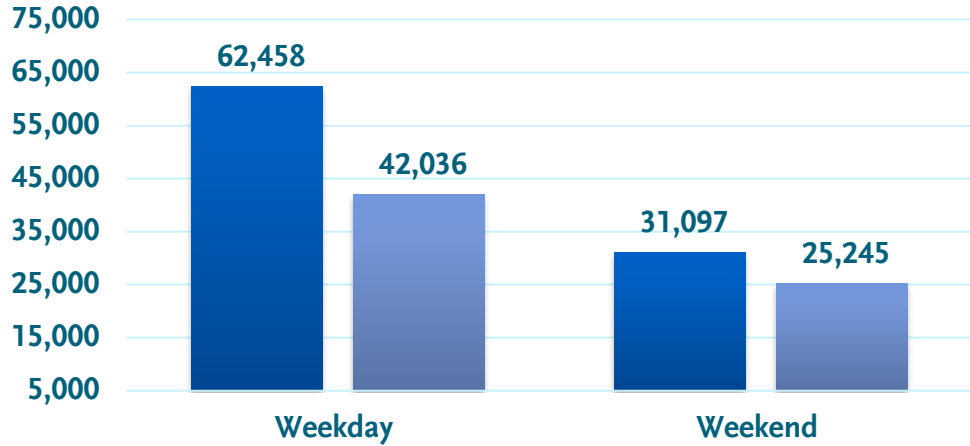
Blue Line Bus Shuttle Service Ridership (June –July 2019)

Frequency (Peak Period)

- Line 860 Express: 6-12 minutes
- Line 863 Select: 12 minutes/M-F
- Line 864 Local: 6-12 minutes



New Blue Comparative Ridership



- Blue Line (before New Blue)
- Current Blue Line (New Blue - Lines 860, 863 & 864 + Rail)

	Average Ridership	Weekday	Weekend
Blue Line (before New Blue)		62,458	31,097
New Blue (Bus Shuttles 860, 863 & 864 + Rail)		42,036	25,245

Majority of New Blue bus shuttle ridership is on Local Line 864

New Blue Phase 2

Expo & Silver Line Comparative Ridership (July 2019)

Frequency During Peak Periods

- Line 856 (Local): 6 -12 mins during peak, 12 mins during mid-day and weekends & 20 mins during late nights

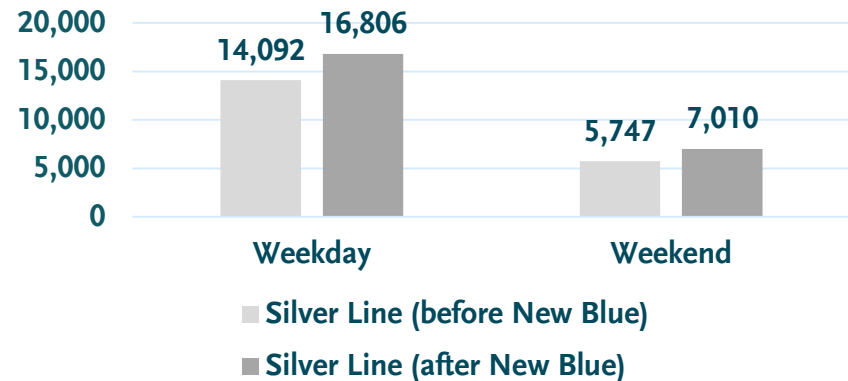
Status

- Commenced: Saturday, June 22, 2019
- Re-Opened: **Saturday, August 24, 2019**
- Resumed full rail service on two Expo Line stations (7th St/Metro Center & Pico)

Expo Bus Shuttle Comparative Ridership



Silver Line Comparative Ridership



Average Ridership	Weekday	Weekend
Expo Line 856 - June 2019	15,882	9,763
Expo Line 856 - July 2019	8,809	5,883

Average Ridership	Weekday	Weekend
Silver Line - July 2018	14,092	5,747
Silver Line - July 2019	16,806	7,010

New Blue Phase 2 Program Management Update

New Blue Improvements Project Phase 1 (Southern Segment)

- Status: Completed (Saturday, January 26, 2019 – Friday, May 31, 2019)
- **Project Highlights:**
- Initiated Willowbrook/Rosa Parks platform and building renovation work on Day 1
- Completed brand new Compton interlocking
- Long Beach Loop signal upgrades, landscaping and fence work
- All new street running trackwork in Long Beach
- New fall protection on bridge segments
- New overhead contact system (OCS)
- Network upgrades for camera and digital map cases
- Station painting and tile renewal work
- New digital map cases and station signage



Two Expo Line Station Closures (7th St/Metro Center and Pico)

- Status: Completed (Saturday, June 22, 2019 – Friday, August 23, 2019)
- **Project Highlights:**
- New overhead contact rail (OCR) system (first ever at Metro)
- New #10 interlocking and track fasteners in Flower tunnel
- Rebuilt a portion of the Washington Junction and special trackwork
- Pico Station painting, tile renewal, digital map cases, and new signage
- All work completed around the clock within 60 day allocated closure window.

New Blue Phase 2 Program Management Update

New Blue Improvements Project Phase 2 (Northern Segment)

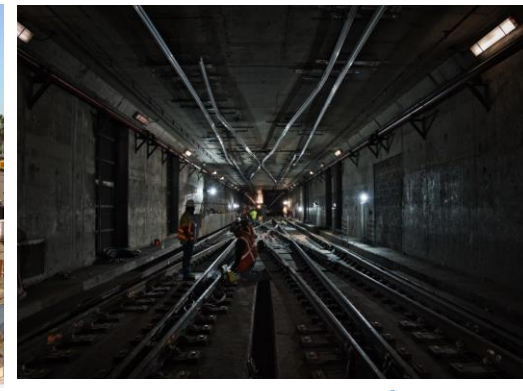
- Status: Ongoing (Commenced Saturday, June 1, 2019 – present)
- **Project Highlights:**
- Completed three new interlockings (95th Street, Firestone & Slauson)
- New OCS wires and hardware
- Station painting, new signage, tile renewal, and landscaping
- New digital map cases
- Renovated Willowbrook/Rosa Parks (W/RP) station platform and mezzanine connection to Green Line
- Major Blue Line construction work will be completed mid-September 2019
- W/RP platform construction will be substantially completed in early October 2019
- Systems integration tests commenced in September 2019 with Blue Line full re-opening anticipated for late October 2019



Expo Junction Trackwork



W/RP



#10 Crossover Track

Next Steps

- Continue to monitor New Blue bus shuttle and rail service customer feedback
- Analyze the overall effectiveness of the Flower Street and Figueroa Bus Lanes and report back in October 2019
- Continue to provide Operational support for the remainder of the New Blue Improvements Project
- Continue efforts to complete Phase 2 of the New Blue Improvements Project by late October 2019
- Continue Blue Line re-opening rail service planning & customer communication and community celebration events
- Blue Line ROW Clean-Up Update: As of August 26-29, 2019, Metro partnered with Union Pacific, Bureau of Sanitation, and City of LA to perform a 4-day ROW joint clean up effort at specific Blue Line locations. Full details will be provided in October 2019

Metro Gold Line Overhead Catenary System



Metro

Operations, Safety, and Customer Experience Committee
September 19, 2019

Gold Line Incident 1 – Monday, September 9, 2019

LOCATION & TIME

North of Allen Station on Track 2
05:52 am (Monday, 9/9/19)

RESUMED NORMAL OPERATIONS

3:30 pm (Thursday, 9/12/19)

TOTAL INCIDENT TIME

81 Hours 38 Minutes

CAUSE

- A dog bone insulator broke at a balance weight assembly, causing the OCS wire to sag far below normal operating height
- As a vehicle traveled on track 2, it collided with the OCS wire, damaging OCS assemblies and 1500 feet of messenger/contact wire

REPAIR

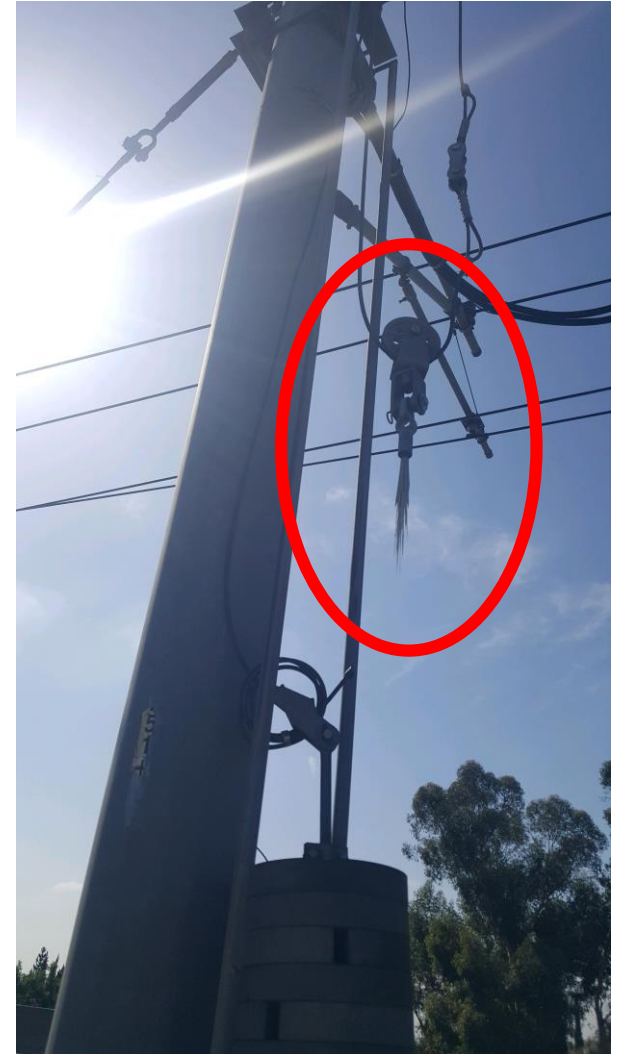
Safety tether installation

OPERATING PLAN

Rail: Single tracked with 15-20 minute headways during peak hours

Bus Bridge between Sierra Madre and Lake:

- 12 buses during peak and 6 buses during non-peak
- 5 Vehicle Operations Staff



Gold Line Incident 1 – OCS Damage



Gold Line Incident 2 – Friday, September 13, 2019

LOCATION & TIME

North of Lake Station on Track 1
12:00 pm (Friday, 9/13/19)

RESUMED NORTMAL OPERATIONS

5:34 am (Monday, 9/16/19)

TOTAL INCIDENT TIME

65 Hours 34 Minutes

CAUSE

A dog bone insulator broke at a balance weight assembly, causing the OCS wire to sag below normal heights. As a vehicle traveled on track 1, it's pantograph snagged on the wire, damaging the OCS supports and assemblies.

REPAIR

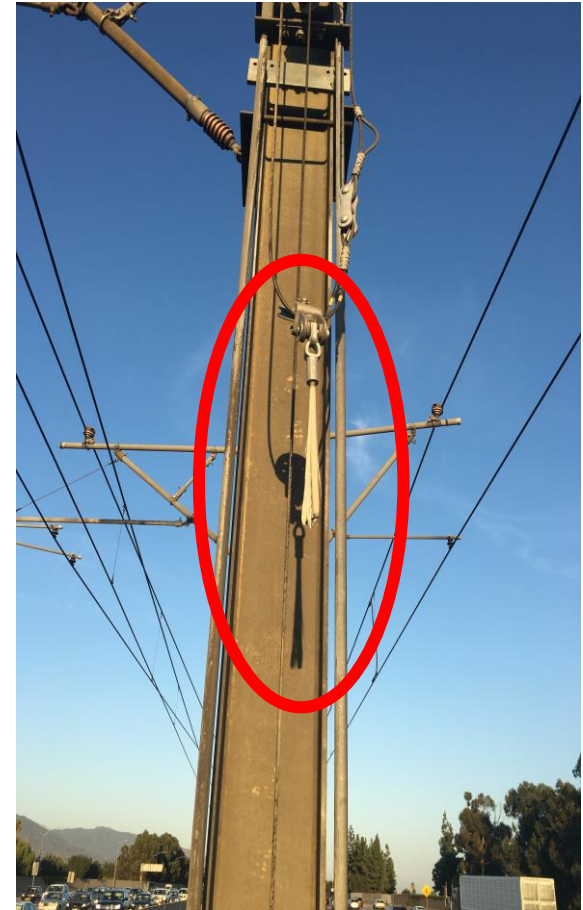
Safety tether installation

OPERATING PLAN

Rail: Single tracked with 15-20 minute headways during peak hours

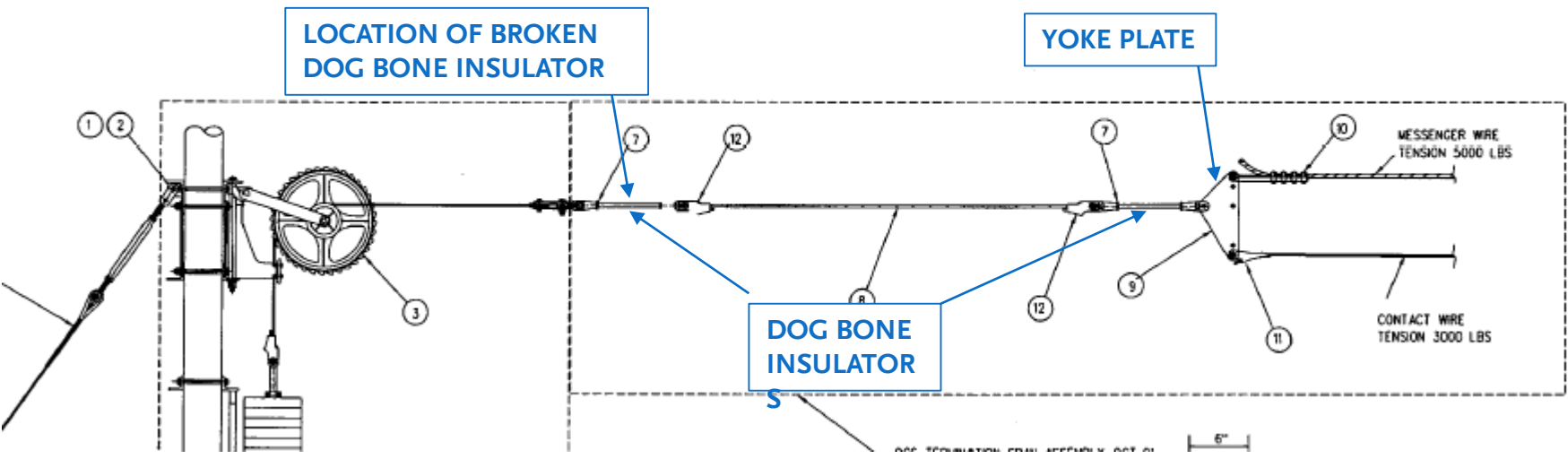
Bus Bridge between Sierra Madre and Lake:

- 14 buses during peak hours
- 6 buses during non-peak
- 5 Vehicle Operations Staff
- *8 standby buses (Saturday & Monday am)

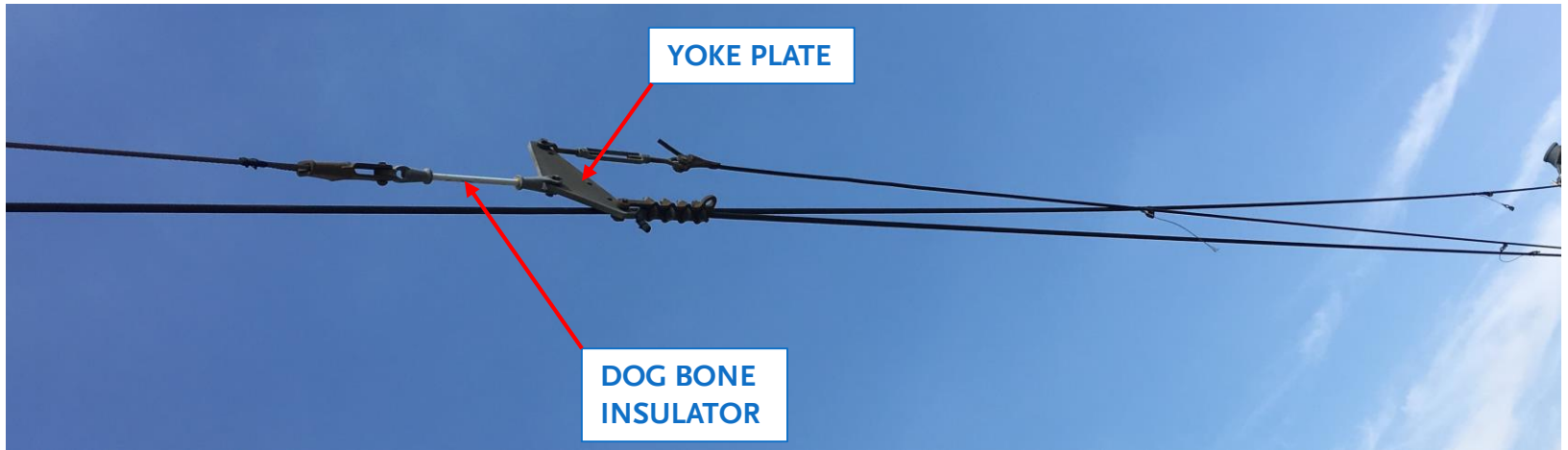


Incident Assembly Configuration – Gold Line Pasadena Section

DETAIL DRAWING OF ASSEMBLY

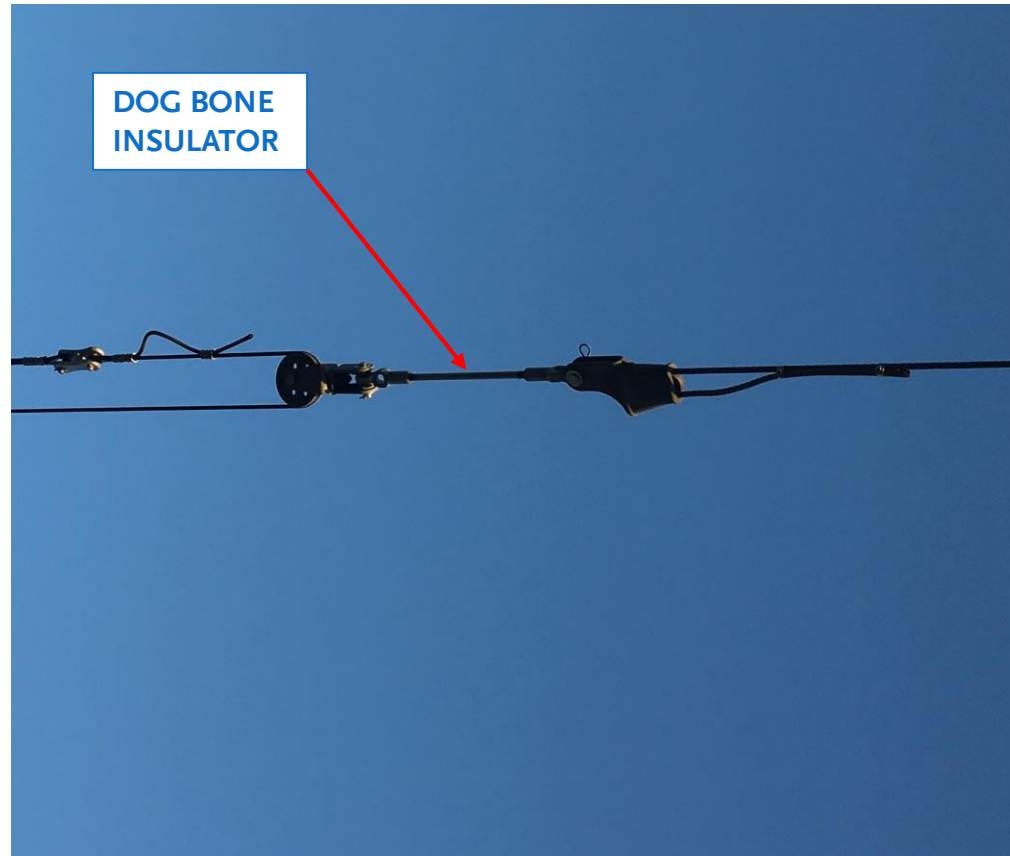


DETAIL DRAWING OF BALANCE WEIGHT ASSEMBLY



FIELD PHOTO OF BALANCE WEIGHT ASSEMBLY (NEAR YOKE PLATE)

Incident Assembly Configuration – Gold Line Pasadena Section



**FIELD PHOTO OF BALANCE WEIGHT ASSEMBLY
(NEAR BALANCE WEIGHTS)**

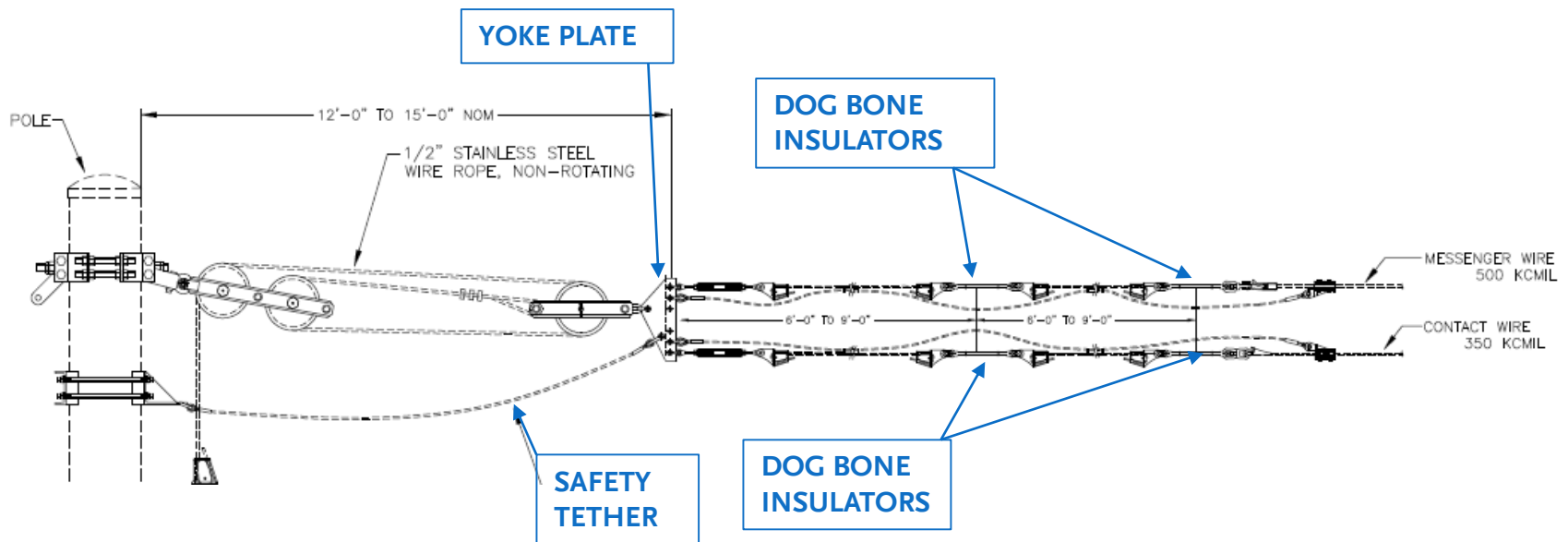
Service Restoration Efforts & Safety Tether Information

- ✓ Two crews with 10 Inspectors and a Supervisor worked to repair damage
- ✓ OCS cantilever arms were reconnected to OCS poles
- ✓ Replacement of the dog bone fiberglass insulator rod
- ✓ Raising of the messenger and contact wire
- ✓ Reconnection of the wire assembly to the weight stack (safety tether)

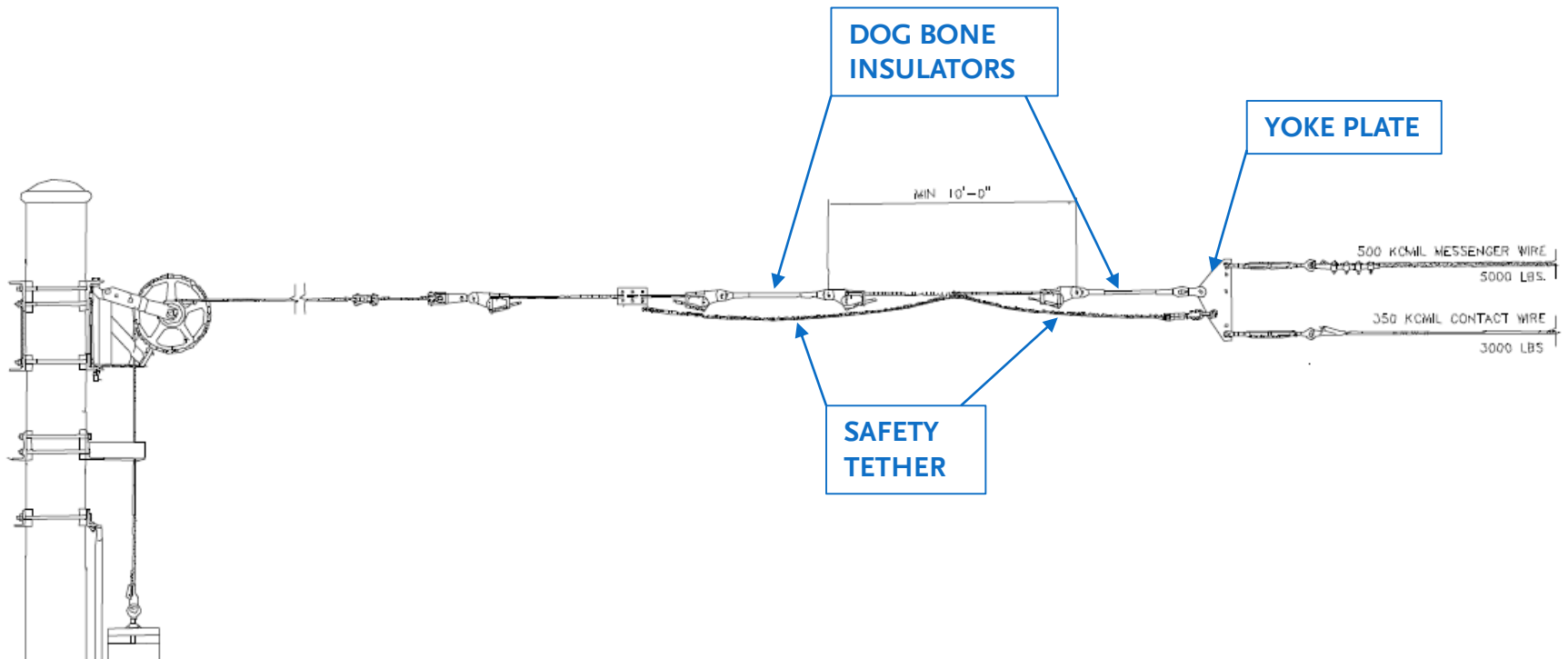
Locations with Existing Safety Tethers: Blue Line, Green Line, Gold Line Eastside & Foothill Extensions, Expo Line, and Crenshaw Line



Existing Safety Tether Configurations – Expo Phase 2



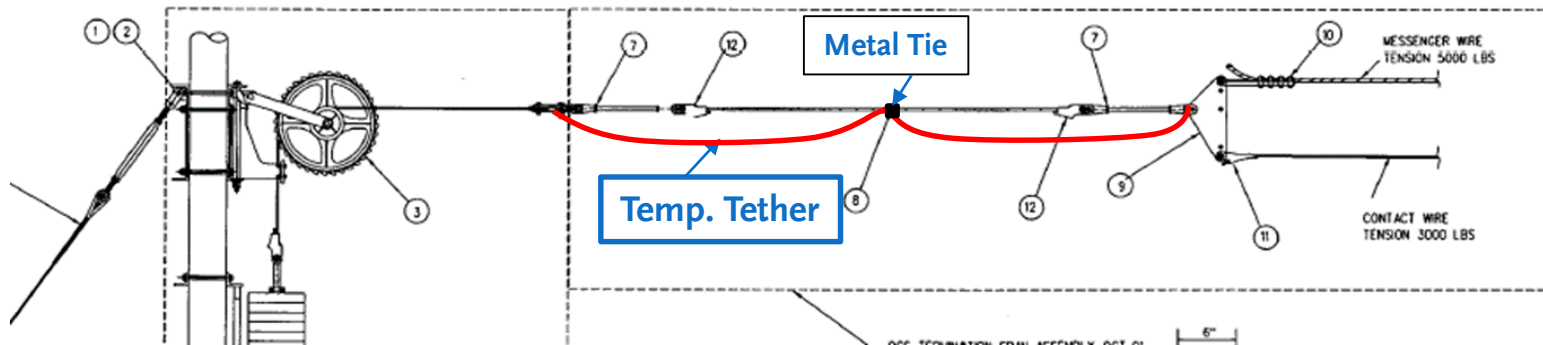
Existing Safety Tether Configurations – Gold Line Foothill Extension



Next Steps

Short-Term

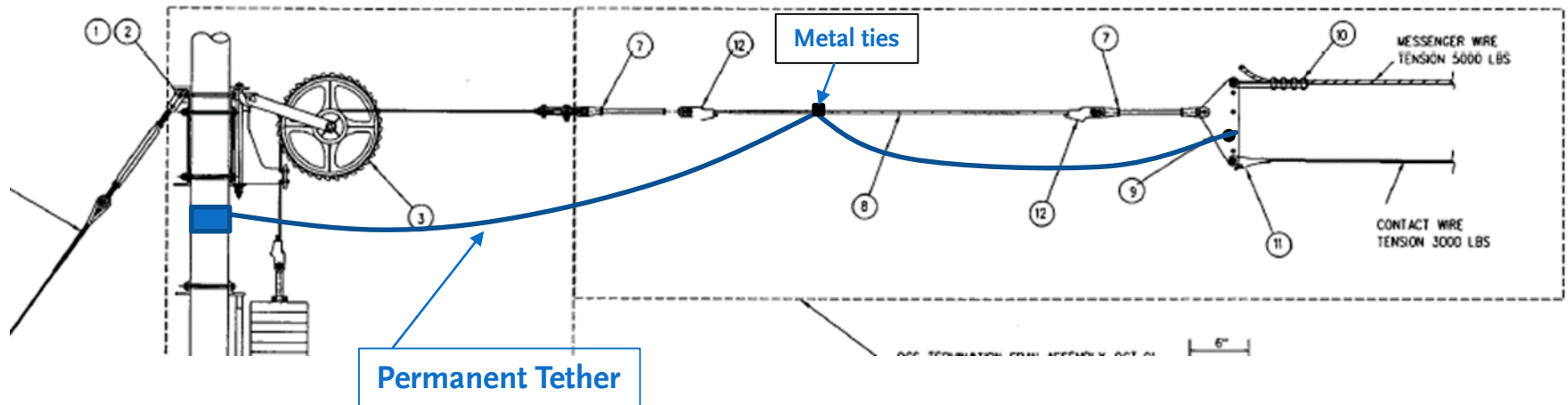
- Install temporary safety tethers on all termination assemblies along the Gold Line Pasadena (Union Station to Sierra Madre Station)
 - Rate: 5 per day/3 days per week
 - Timeline: December 2019
- Impound all spare dog bone insulator parts
- Lab test defective dog bone insulator
- Purchase improved dog bones



Next Steps

Long-Term

- Improve quality management of spare part inspection and verification process
- Install permanent safety tethers to retrofit the Gold Line Pasadena (Union Station to Sierra Madre Station)
- Timeline: Mid - 2020





Board Report

File #: 2019-0605, File Type: Contract

Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 19, 2019

SUBJECT: EXERCISE OPTIONS ON EXISTING BUS PROCUREMENT CONTRACTS

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modifications to exercise the Options Bus Buy as follows:

- A. Modification No.: 14 to Contract OP28367-000, Part A with El Dorado National (California), Inc. ("ENC"), to procure 259 Contract Option forty-foot CNG buses for the firm fixed price of \$189,369,145 increasing the Total Contract Value from \$204,278,402 to \$393,647,547 inclusive of sales tax;
- B. Increase the Life-of-Project budget for the CP 201057 for FY20-22 capital program in the amount of \$213,345,580 from \$207,567,748 to \$420,913,328;
- C. Modification No. 3 to Contract OP28367-003, Part B with New Flyer of America Inc. (NFA) to purchase 70 Contract Option sixty-foot CNG articulated buses for the firm fixed price of \$73,457,860 increasing the Total Contract Value from \$68,414,506 to \$141,872,366, inclusive of sales tax;
- D. Increase the Life-of-Project budget for CP 201076 for FY20-22 capital program in the amount of \$77,111,410 from \$72,200,000 to \$149,311,410;
- E. Modification No. 2 to Contract OP28367-002, Part C with BYD Coach & Bus, LLC (BYD) to purchase 40 Contract Option forty-foot ZE buses for the firm fixed price of \$30,863,440, increasing the Total Contract Value from \$47,774,723 to \$ \$78,638,163, inclusive of sales tax; and
- F. Increase the Life-of-Project budget for CP 201077 for FY21-22 capital program in the amount of \$63,082,341 from \$65,900,000 to \$128,982,341.

ISSUE

Exercise Options on Existing Bus Contracts to improve service quality, reliability, and reduce

emissions impact from aging fleet.

BACKGROUND

In April 2016, Metro’s Board of Directors passed a motion expressing a desire to convert Metro’s bus fleet to Zero Emission Buses (ZEB) by 2030. In June/July 2017, Metro awarded contracts for new CNG and ZE buses. In October of 2018, Metro awarded a contract to ZEBGO to develop the Zero Emission Bus (ZEB) Master Plan. In December 2018, the California Air Resources Board (CARB) approved the Innovative Clean Transit (ICT) Regulation which requires full transition to zero emission buses by 2040. In July 2019, Metro’s bus vehicle requirements indicate a need to replace 834 buses by 2022. At this time, Metro has 465 buses on order resulting with a need for an additional 369 buses needed to maintain the bus fleet in a “State of Good Repair.”

DISCUSSION

In April 2016, Metro’s Board of Directors authorized staff to initiate RFP No. OP28367 for the procurement of up to 1,000 CNG or Zero Emission Transit Buses for replacement of approximately 600 40 ft. transit buses and 400 60 ft. transit buses. In response to RFP No. OP28367, Metro awarded contracts for 355 40 ft. buses (295 CNG, 60 ZE) and 105 60 ft. buses (65 CNG, 40 ZE). In March 2018, 46 40 ft. option buses were assigned to Gardena Municipal Bus Lines (G-Trans). As a result, there remain 699 buses (299 40 ft. and 400 60 ft. buses) that can be awarded as Contract Options. Refer to table below:

Contract	Part	OEM	Bus Type (ft.)	Fuel	Base Order	Option Buses to Exercise
OP28365	A	ENC	40	CNG	295	259
	B	New Flyer	60	CNG	65	335
	C	BYD	40	ZE	60	40
	D	New Flyer	60	ZE	40	65

To address the need for 369 buses to maintain a State of Good Repair, Metro considered first exercising the ZE options. However, operationally, the number of ZE buses that may be procured is limited by the charging infrastructure that will be in place at the time the buses are scheduled for delivery (FY21). The analysis performed by Metro’s consultants as part of the ZEB Master Plan projects that infrastructure that will be in place will be limited to supporting approximately 40 electric buses beyond the current order of 105 buses.

Therefore, based on the limitations of the available charging infrastructure the recommendation is to execute contracts for 40 ft. ZE buses, 259 40 ft. CNG buses, and 70 60 ft CNG articulated buses as indicated in the table below:

Contract	Part	OEM	Bus Type (ft.)	Fuel	Base Order	Option Buses to Exercise	Option Buses to Order
OP28365	A	ENC	40	CNG	295	259	259

	B	New Flyer	60	CNG	65	335	70
	C	BYD	40	ZE	60	40	40
	D	New Flyer	60	ZE	40	65	0

DETERMINATION OF SAFETY IMPACT

These buses are designed to comply with all applicable federal, state and local safety standards. These buses will include improved safety features and amenities, including enhanced ADA securement provisions, Operator Barriers, and enhanced video surveillance capabilities. These buses will also replace buses that have reached the end of their useful life and have expiring CNG fuel tanks that are impractical to replace.

FINANCIAL IMPACT

This action will award bus option contract modifications and increase the LOP for projects 201057 (40 Foot CNG Buses: El Dorado) \$213,345,580, 201076 (60 Foot CNG Buses: New Flyer) \$77,111,410, and 201077 (40 Foot ZEB: BYD). The LOP increases total \$353,539,331. Bus option deliveries are not anticipated until FY21, so there will be no impact to the FY20 budget.

Since these are multi-year contracts, the Cost Center Managers and Chief Operations Officer will be responsible for budgeting the costs in future years.

Impact to Budget

The sources of funds for projects 201057 and 201076 are anticipated State and Federal grants, TDA Article 4, Prop C 40%, and Measure R Clean Fuel Bus Capital. The sources of funds for project 201077 are anticipated State and Federal grants eligible for Zero Emission vehicle purchases, plus Green funds, TDA Article 4, Prop C 40% and Measure R Clean Fuel Bus Capital funding required for local match.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This item supports the following Strategic Goals 1) Provide high-quality mobility options that enable people to spend less time traveling and 5) Provide responsive, accountable, and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

Staff considered not purchasing additional buses and extending the life of existing fleet buses. This alternative is not recommended because many buses scheduled for replacement during the next three years will reach 15 years of age which is the maximum allowable operating life for the CNG tanks and fuel systems installed on these buses. It is not legal to continue operating CNG vehicles beyond the expiration of the CNG tank certification, and it is not practical to replace CNG tanks on buses that have passed the end of their design life.

Staff considered initiating a new procurement for replacement buses. This alternative is not

recommended because the lead time for new vehicles can take 18-24 months or more; therefore, it is unlikely that a new bus procurement could be completed in time to meet FY22 fleet replacement needs. Staff does intend to initiate a new solicitation for additional replacement buses in FY20/21 for buses to be delivered in FY23/24.

Staff considered exercising the 60 ft. ZE options. This alternative is not recommended at this time as these buses are designed primarily for en-route charging applications to be effective. Further study, as part of Metro's Master Planning effort, is required to identify where they could be deployed.

NEXT STEPS

If this action is approved, staff will execute Contract Options to begin production of buses in FY20-FY22. Staff will work to complete the ZEB Master Plan to inform the decision of new Procurements that will be advertised in Spring 2020.

Staff will review the viability of exercising the 65 ZE 60 ft. options from RFP No. OP28367, Part D in Spring 2020. Currently, the options are configured to work for en-route charging. As part of the Master Planning efforts, staff will review potential en-route charging locations. If no en-route charging locations are possible, staff will review if higher battery capacity configurations are available to serve Metro's needs.

ATTACHMENTS

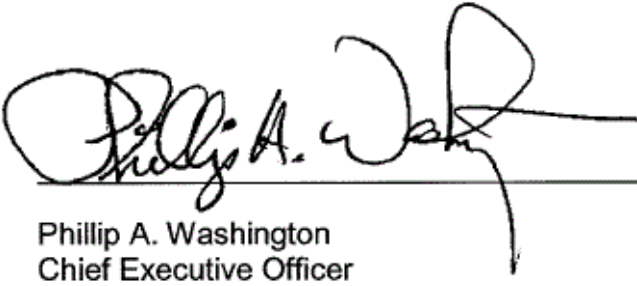
Attachment A - Procurement Summary - (OP28367, Part A)
Attachment B - Contract Modifications / Change Order Log - (OP28367, Part A)
Attachment C - DEOD Summary - (OP28367, Part A)
Attachment D - Funding / Expenditure Plan - (OP28367, Part A)

Attachment E - Procurement Summary - (OP28367, Part B)
Attachment F - Contract Modifications / Change Order Log - (OP28367, Part B)
Attachment G - DEOD Summary - (OP28367, Part B)
Attachment H - Funding / Expenditure Plan - (OP28367, Part B)

Attachment I - Procurement Summary - (OP28367, Part C)
Attachment J - Contract Modifications / Change Order Log - (OP28367, Part C)
Attachment K - DEOD Summary - (OP28367, Part C)
Attachment L - Funding / Expenditure Plan - (OP28367, Part C)

Prepared by: Marc Manning, Sr. Director, Vehicle Engineering & Acquisition, (213) 922-5871
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

EL DORADO NATIONAL CALIFORNIA, INC. - 40' LOW FLOOR CNG BUS
PROCUREMENT/OP28367-000

1.	Contract Number: OP28367-000		
2.	Contractor: El Dorado National California, Inc. (ENC)		
3.	Mod. Work Description: Exercise Option Bus Buy		
4.	Contract Work Description: Procure 40' Low-Floor CNG transit buses		
5.	The following data is current as of: 08/06/19		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	06/29/17	Contract Award Amount: \$203,567,748
	Notice to Proceed (NTP):	09/01/17	Total of Modifications Approved: \$710,654
	Original Complete Date:	11/29/19	Pending Modifications (including this action): \$189,369,145
	Current Est. Complete Date:	11/29/19	Current Contract Value (with this action): \$393,647,547
7.	Contract Administrator: Elizabeth Hernandez		Telephone Number: (213) 922-7334
8.	Project Manager: Kwesi Annan		Telephone Number: (213) 922-5953

A. Procurement Background

This Board Action is to approve Contract Modification No. 14 issued in support of Metro's bus fleet replacement plan to exercise a Contract Option to procure 259 units of 40' low floor CNG buses.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

On June 29, 2017, the Board awarded Contract No.: OP28367-000 to El Dorado National California, Inc. (ENC) for the manufacture and delivery of the 295 units of 40' CNG transit buses base buy in the Not-To-Exceed amount of \$203,567,748 for a period of performance of 117 weeks.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate competition performed at the time that the Contract Options were awarded. The Contract Option price and quantities were evaluated as part of the

Best Value determination for the Base and Options Contract award. Furthermore, staff performed market survey, price analysis, technical evaluation, fact finding, and negotiations of the Option prices prior to Contract award.

The proposed Option price per bus reflects the basic unit price without any Contract escalation that is entitled under the Contract. Metro's ICE and Negotiated Price includes the Contract's price adjustment based on the Producer Price Index (PPI) that is defined in the Contract. That PPI is capped in the Contract at 4% per annum. The NTE price per bus is based on the escalated unit rate price per bus, plus all Contract Modifications

Proposal Amount Per Bus	Metro ICE per Bus	Negotiated Amount per Bus	Estimated Tax per Bus
\$615,372	\$666,200	\$666,200	\$64,955

CONTRACT MODIFICATION/CHANGE ORDER LOG

EL DORADO NATIONAL CALIFORNIA, INC. - 40' LOW FLOOR CNG BUS
PROCUREMENT/OP28367-000

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise Optional Configuration Items - Special Tools and Diagnostic Test Equipment	Approved	11/06/17	\$1,722,225
2	Credit for modifications to vehicle configuration	Approved	12/03/17	(\$2,030,332.)
3	Credit for modifications to vehicle configuration	Approved	12/27/17	(\$67,666)
4	Conformed Technical Specifications	Approved	01/19/18	\$0
5	Upgrades on vehicle configuration	Approved	02/06/18	\$355,714
6	Modify fire suppression system	Approved	04/23/18	\$0
7	Modify bike rack configuration	Approved	10/03/18	(\$102,361)
8	Modify flooring configuration	Approved	10/26/18	\$98,972
9	Exercise Optional Configuration Training Aids Items	Approved	11/14/18	\$349,646
10	Modify Contract terms	Approved	01/09/19	\$0
11	Metro requested modifications	Approved	01/15/19	\$279,870
12	Conformed Technical Specifications	Approved	01/17/19	\$0
13	Exercise Optional Configuration Items	Approved	02/08/19	\$104,586
14	Exercise Option to procure 259 buses	Pending	09/20/19	\$189,369,145
	Modification Total:			\$190,079,799
	Original Contract:			\$203,567,748
	Total:			\$393,647,547

DEOD SUMMARY

EL DORADO NATIONAL CALIFORNIA, INC. - 40' LOW FLOOR CNG BUS
PROCUREMENT/OP28367-000

A. Small Business Participation

El Dorado National California, Inc. is a Transit Vehicle Manufacturer (TVM) and is on the Federal Transit Administration's (FTA) list of eligible TVMs. El Dorado National California Inc. reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 3.33% to FTA for FY19, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage / Service Contract Worker Retention Policy is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

E. Local Employment Plan

Local Employment Plan Program is applicable on this contract. Staff will monitor progress on all LEP commitments, including the contractual commitments in creating employment opportunities in the State of California and the 10% commitment to hire disadvantaged workers.

**Funding and Expenditure Plan
40' CNG Transit Buses (Part A)
CP201057**

In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	Total LOP	% of Total
Uses of Funds							
Vehicles	\$ 55,559	\$ 142,674	\$ 214,540	\$ -	\$ -	\$ 412,773	98.1%
Spare Parts, Optional Features, Training Aids	\$ 280	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 2,280	0.5%
Labor	\$ 1,473	\$ 1,131	\$ 1,127	\$ 656	\$ 673	\$ 5,060	1.2%
Travel/Administration	\$ 275	\$ 190	\$ 334	\$ -	\$ -	\$ 800	0.2%
Total Project Costs	\$ 57,588	\$ 144,995	\$ 217,002	\$ 656	\$ 673	\$ 420,913	100.0%
In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	Total LOP	% of Total
Sources of Funds							
Federal (CMAQ/STBGP/5307)		\$ -	\$ 186,904	\$ -	\$ -	\$ 186,904	44.4%
Local (Prop C/Measure R/TDA/Green Fund)		\$ 144,995	\$ 30,098	\$ 656	\$ 673	\$ 176,422	41.9%
Total Project Funding	\$ 57,588	\$ 144,995	\$ 217,002	\$ 656	\$ 673	\$ 420,913	100.0%

PROCUREMENT SUMMARY

NEW FLYER OF AMERICA INC. - 60' LOW FLOOR CNG BUS PROCUREMENT/
OP28367-003

1.	Contract Number: OP28367-003		
2.	Contractor: New Flyer of America Inc. (NFA)		
3.	Mod. Work Description: Exercise Option Bus Buy		
4.	Contract Work Description: Procure 60' Low-Floor CNG transit buses		
5.	The following data is current as of: 08/06/19		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	07/27/17	Contract Award Amount: \$67,688,610
	Notice to Proceed (NTP):	01/30/18	Total of Modifications Approved: \$725,896
	Original Complete Date:	03/30/20	Pending Modifications (including this action): \$73,457,860
	Current Est. Complete Date:	03/30/20	Current Contract Value (with this action): \$141,872,366
7.	Contract Administrator: Elizabeth Hernandez		Telephone Number: (213) 922-7334
8.	Project Manager: Lorenzo Lopez		Telephone Number: (213) 922-5711

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 issued in support of Metro's bus fleet replacement plan to exercise a Contract Option to procure 70 additional 60' low floor CNG buses.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

On July 27, 2017, the Board awarded Contract No.: OP28367-003 to New Flyer of America Inc. (NFA) for the manufacture and delivery of the 70 units of 60' CNG transit buses base buy in the Not-To-Exceed amount of \$67,688,610 for a period of performance of 26 months.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate competition performed at the time that the Contract Options were awarded. The Contract Option price and quantities were evaluated as part of the

Best Value determination for the Base and Options Contract award. Furthermore, staff performed market survey, price analysis, technical evaluation, fact finding, and negotiations of the Option prices prior to Contract award.

The proposed Option price per bus reflects the basic unit price without any Contract escalation that is entitled under the Contract. Metro's ICE and Negotiated Price includes the Contract's price adjustment based on the Producer Price Index (PPI) that is defined in the Contract. That PPI is capped in the Contract at 4% per annum. The NTE price per bus is based on the escalated unit rate price per bus, plus all Contract Modifications

Proposed Amount Per Bus	Metro ICE per Bus	Negotiated Amount per Bus	Estimated Tax per bus
\$873,858	\$956,170.66	\$956,171	\$93,227

CONTRACT MODIFICATION/CHANGE ORDER LOG

NEW FLYER OF AMERICA INC. - 60' LOW FLOOR CNG BUS PROCUREMENT/
OP28367-003

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise Optional Configuration Items	Approved	11/05/18	\$501,397
2	Exercise Optional Configuration Items	Approved	11/06/19	\$224,499
3	Exercise Option to procure 70 buses	Pending	09/20/19	\$73,457,860
	Modification Total:			\$74,183,756
	Original Contract:			\$67,688,610
	Total:			\$141,872,366

DEOD SUMMARY

**NEW FLYER OF AMERICA INC. 60' LOW FLOOR CNG BUS
PROCUREMENT/OP28367-003****A. Small Business Participation**

New Flyer of America is a Transit Vehicle Manufacturer (TVM) and is on the Federal Transit Administration's (FTA) list of eligible TVMs. New Flyer of America reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 4.30% to FTA for FY19, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage / Service Contract Worker Retention Policy is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

E. Local Employment Plan

Local Employment Plan Program is applicable on this contract. Staff will monitor progress on all LEP commitments, including the contractual commitments in creating employment opportunities in the State of California and the 40% commitment to hire disadvantaged workers.

**Funding and Expenditure Plan
60' CNG Transit Buses (Part B)
CP201076**

In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	Total LOP	% of Total
Uses of Funds							
Vehicles	\$ 2,478	\$ 58,035	\$ 77,893	\$ -	\$ -	\$ 138,406	92.7%
Spare Parts, Optional Features, Training Aids	\$ 14	\$ 3,266	\$ 3,266	\$ -	\$ -	\$ 6,545	4.4%
Labor	\$ 626	\$ 944	\$ 966	\$ 461	\$ 472	\$ 3,469	2.3%
Travel/Administration	\$ 65	\$ 413	\$ 413	\$ -	\$ -	\$ 891	0.6%
Total Project Costs	\$ 3,182	\$ 62,659	\$ 82,538	\$ 461	\$ 472	\$ 149,311	100.0%
In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	Total LOP	% of Total
Sources of Funds							
State (STIP/MSRC)		\$ -	\$ 1,500	\$ -	\$ -	\$ 1,500	1.0%
Local (Prop C/Measure R/TDA/Green Fund)		\$ 62,659	\$ 81,038	\$ 461	\$ 472	\$ 144,629	96.9%
Total Project Funding	\$ 3,182	\$ 62,659	\$ 82,538	\$ 461	\$ 472	\$ 149,311	100.0%

PROCUREMENT SUMMARY

BYD COACH & BUS, LLC - 40' LOW FLOOR ZE BUS PROCUREMENT/
OP28367-002

1.	Contract Number: OP28367-002		
2.	Contractor: BYD Coach & Bus, LLC (BYD)		
3.	Mod. Work Description: Exercise Option Bus Buy		
4.	Contract Work Description: Procure 40' Low-Floor ZE transit buses		
5.	The following data is current as of: 08/06/19		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	07/27/17	Contract Award Amount: \$47,774,723
	Notice to Proceed (NTP):	11/15/17	Total of Modifications Approved: \$0
	Original Complete Date:	09/16/19	Pending Modifications (including this action): \$30,863,440
	Current Est. Complete Date:	01/22	Current Contract Value (with this action): \$78,638,163
7.	Contract Administrator: Elizabeth Hernandez		Telephone Number: (213) 922-7334
8.	Project Manager: Julio Rodriguez		Telephone Number: (213) 922-6603

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 issued in support of Metro's bus fleet replacement plan to exercise a Contract Option to procure 40 additional 40' low floor Zero Emission (ZE) buses.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

On July 27, 2017, the Board awarded Contract No.: OP28367-002 to BYD Coach & Bus, LLC (BYD) for the manufacture and delivery of the 60 units of 40' ZE transit buses base buy in the Not-To-Exceed amount of \$47,774,723 for a period of performance of 100 weeks.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate competition performed at the time that the Contract Options were awarded. The Contract Option price and quantities were evaluated as part of the

Best Value determination for the Base and Options Contract award. Furthermore, staff performed market survey, price analysis, technical evaluation, fact finding, and negotiations of the Option prices prior to Contract award.

The proposed Option price per bus reflects the basic unit price without any Contract escalation that is entitled under the Contract. Metro's ICE and Negotiated Price includes the Contract's price adjustment based on the Producer Price Index (PPI) that is defined in the Contract. That PPI is capped in the Contract at 4% per annum. The NTE price per bus is based on the escalated unit rate price per bus, plus all Contract Modifications

Proposal Amount Per Bus	Metro ICE per Bus	Negotiated Amount per Bus	Estimated Tax per Bus
\$650,000	\$703,040	\$703,040	\$68,546

CONTRACT MODIFICATION/CHANGE ORDER LOG

BYD COACH & BUS, LLC - 40' LOW FLOOR ZE BUS PROCUREMENT/
OP28367-002

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Modify Contract Provisions	Approved	1/9/19	\$0
6	Exercise Option to procure 40 option buses	Pending	09/20/19	\$30,863,440
	Modification Total:			\$30,863,440
	Original Contract:			\$47,774,723
	Total:			\$78,638,163

DEOD SUMMARY

BYD COACH & BUS, LLC - 40' LOW FLOOR ZE BUS PROCUREMENT/
OP28367-002**A. Small Business Participation**

BYD Coach & Bus, LLC is a Transit Vehicle Manufacturer (TVM) and is on the Federal Transit Administration's (FTA) list of eligible TVMs. BYD Coach & Bus, LLC reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 4.00% to FTA for FY19, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage / Service Contract Worker Retention Policy is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

E. Local Employment Plan

Local Employment Plan Program is applicable on this contract. Staff will monitor progress on all LEP commitments, including the contractual commitments in creating employment opportunities in the State of California and the 10% commitment to hire disadvantaged workers.

**Funding and Expenditure Plan
40' ZE Transit Buses (Part I)
CP201077**

In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	FY24	Total LOP	% of Total
Uses of Funds								
Vehicles & Charging Infrastructure	\$ -	\$ 5,000	\$ 34,034	\$ 80,082	\$ -	\$ -	\$ 119,116	92.4%
Spare Parts, Optional Features, Training Aids	\$ -	\$ 1	\$ 2,450	\$ 2,450	\$ -	\$ -	\$ 4,901	3.8%
Labor	\$ 218	\$ 682	\$ 916	\$ 1,320	\$ 673	\$ 690	\$ 4,500	3.5%
Travel/Administration	\$ 58	\$ 188	\$ 218	\$ -	\$ -	\$ -	\$ 465	0.4%
Total Project Costs	\$ 277	\$ 5,872	\$ 37,619	\$ 83,852	\$ 673	\$ 690	\$ 128,982	100.0%

In Thousands	Expenses Through FY19	FY20	FY21	FY22	FY23	FY24	Total LOP	% of Total
Sources of Funds								
Federal (CMAQ/STBGP/5307)		\$ -	\$ -	\$ 46,051	\$ -	\$ -	\$ 46,051	35.7%
State (STIP/MSRC)		\$ -	\$ 37,619	\$ -	\$ -	\$ -	\$ 37,619	29.2%
Local (Prop C/Measure R/TDA/Green Fund)		\$ 5,872	\$ -	\$ 37,801	\$ 673	\$ 690	\$ 45,036	34.9%
Total Project Funding	\$ 277	\$ 5,872	\$ 37,619	\$ 83,852	\$ 673	\$ 690	\$ 128,982	100.0%

Electric Bus Program Update

Current Background & Timeline

- **January 2019**
 - ✓ Provided Preliminary update to Board Staff to demonstrate need for procurement actions
- **July 2019**
 - ✓ Provided Metro Board with a Zero Emission Bus (ZEB) Master Plan update
 - ✓ Evaluated opportunities to expedite transition
 - Bundle division conversions to single procurements
 - Acquire or lease additional operating space
- **September 2019**
 - ✓ Refined cost estimates, infrastructure phasing schedule, and procurement strategies
 - ✓ Procurement Decision (exercising select contract Options)
- **Spring 2020**
 - Provide Metro Board with a ZEB Master Plan update
 - New Bus Procurement Decision – Fleet Mix TBD
 - Delivery beginning in 2023



Metro

Transition to ZEB Operations – 2017 Guiding Principles

- **Continue to replace aging bus fleet (~200 Buses per Year)**
 - **Status: 465 buses ordered in 2017 and 350 buses to be delivered in 2019**
- **Upgrade current CNG buses to “Near-Zero” Low NOx engines**
 - **Status: On target, 223 buses upgraded to-date at Mid-life**
- **Maintain existing bus fleet in a State of Good Repair**
 - **Status: Fleet age is increasing**
 - **Need to replace additional 369 buses by 2022**
- **Improve Service Quality and Reliability**
 - **Status: New Buses placed into service in 2019**
- **Transition Metro Orange Line to Zero-Emission by 2020**
 - **Status: On Target for Completion**
- **Transition Metro Silver Line to Zero-Emission by ~2021**
 - **Status: On Target for Completion**
- **Goal of 100% Zero-Emission Bus Fleet by 2030**
 - **Status: Master Plan addresses implementation roadmap**

Bus Fleet Requirements & Availability

Metro Bus Fleet Age & Spare Ratio Forecasts

Fleet Planning Parameters

Peak Vehicle Requirement

2,300+ buses (scheduled service + spares)

1,900+ buses (scheduled service only)

Spare Ratio

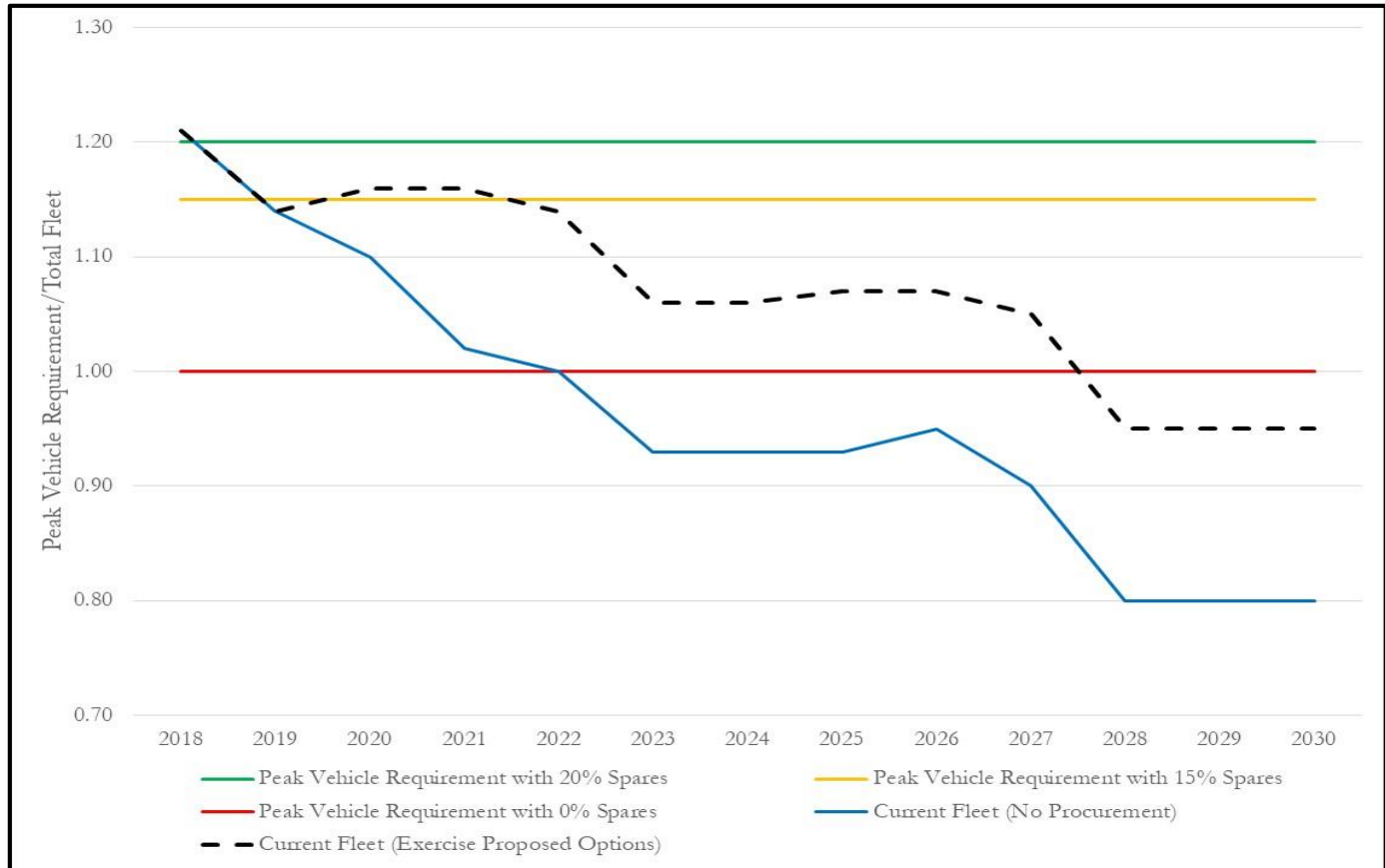
FTA requirement: $\leq 20\%$

Metro policy: 15% - 20%

Bus Retirement Age

FTA requirement: 12 years

Metro Policy: 15-18 years



- 834 additional buses needed by 2022 to meet current service levels with exceeding FTA spare ratio and age requirements
- 465 buses on order (~350 buses to be delivered in 2019)
- 369 Options Buses to Exercise

Bus Procurement Approach

Background

- **New CNGs operate cleaner than existing fleet**
 - ~98% Reduction in NOx, ~50% reduction in PM, ~55% reduction in CO vs. oldest fleet
- **New CNG are more reliable than existing fleet**
 - Newest fleet is 3 times more mechanically reliable than older fleet
- **Metro's 60 ft. Electric Bus has a range of 50-60 miles**
 - Requires En-Route Charging or larger battery pack to deploy
 - Review by Spring 2020 if option buses and route lengths can be configured for optimum operations
- **Zero Emission Bus deployment requires charging infrastructure**
 - Division 9 and 8 have only 40 ft. buses remaining to be electrified
 - 40 ft. option buses can be deployed at 8 and 9
 - Deployment will be based on availability of charging infrastructure

Recommendation

- **Metro staff recommends to exercise the following options:**
 1. Exercise Option for 259 CNG 40 ft. Buses from Eldorado
 2. Exercise Option for 70 CNG 60 ft. Buses from New Flyer
 3. Exercise Option for 40 Electric 40 ft. Buses from BYD

ZEB Master Plan – Infrastructure Overview

- Key Limitation to Electric Bus Deployment is Charging Infrastructure and Space

1. Charging Infrastructure

- Limited grid capacity at divisions
 - Limits number of ZEBs that can be assigned
 - Long lead times for utilities to implement necessary grid upgrades
 - Working with SCE & LADWP to optimize schedule
- Fleet Mix impacts Division needs
 - CNG vs. Battery:
CNG facility unable to be de-commissioned with CNG buses in operation
 - 40 ft. vs. 60 ft. bus
Impacts Facility design; Charging Interface would have to accommodate different length buses
- Battery and Charging Technology is still evolving

2. Space

- Minimize service impacts while electrifying divisions
- More Space allows for quicker solution
- Mitigations:
 - Utilize En-Route Charging – less infrastructure at divisions
 - Optimize Existing Parking Layouts
 - Temporary parking space



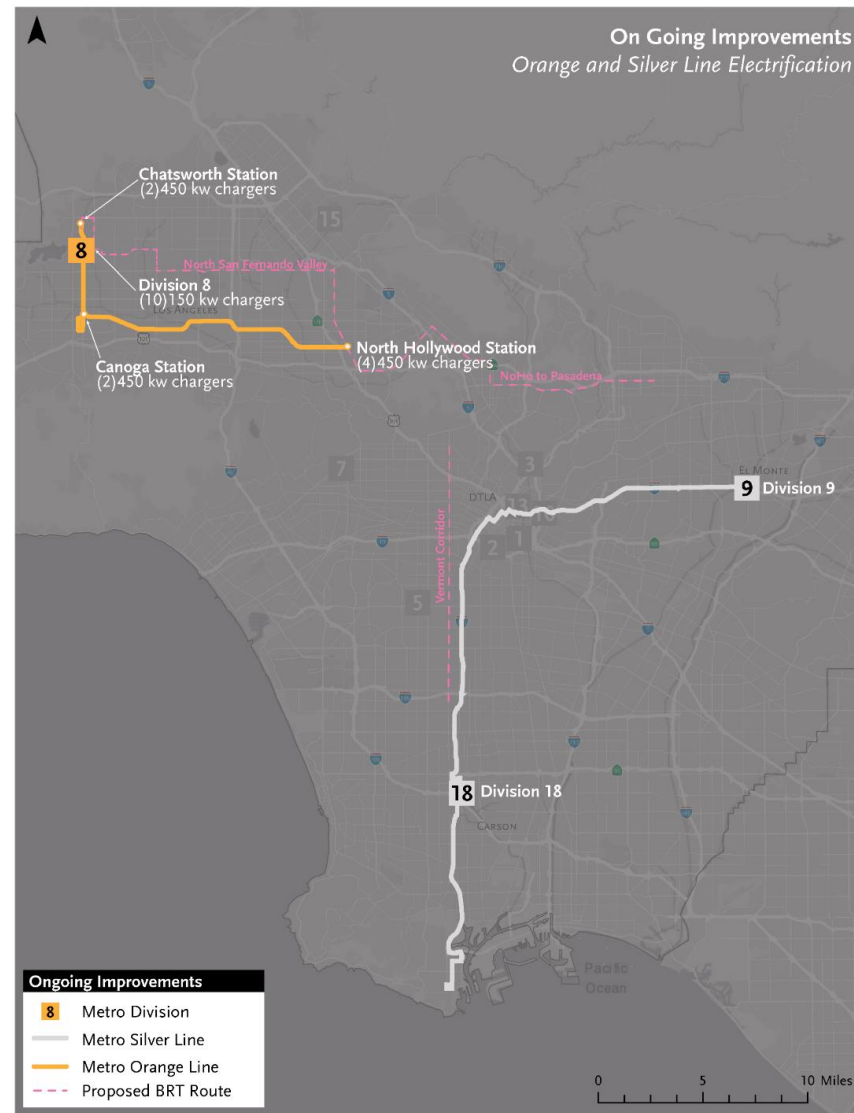
ZEB Master Plan - Phases

Phase 1: Near-Term Activities (2020 – 2021)

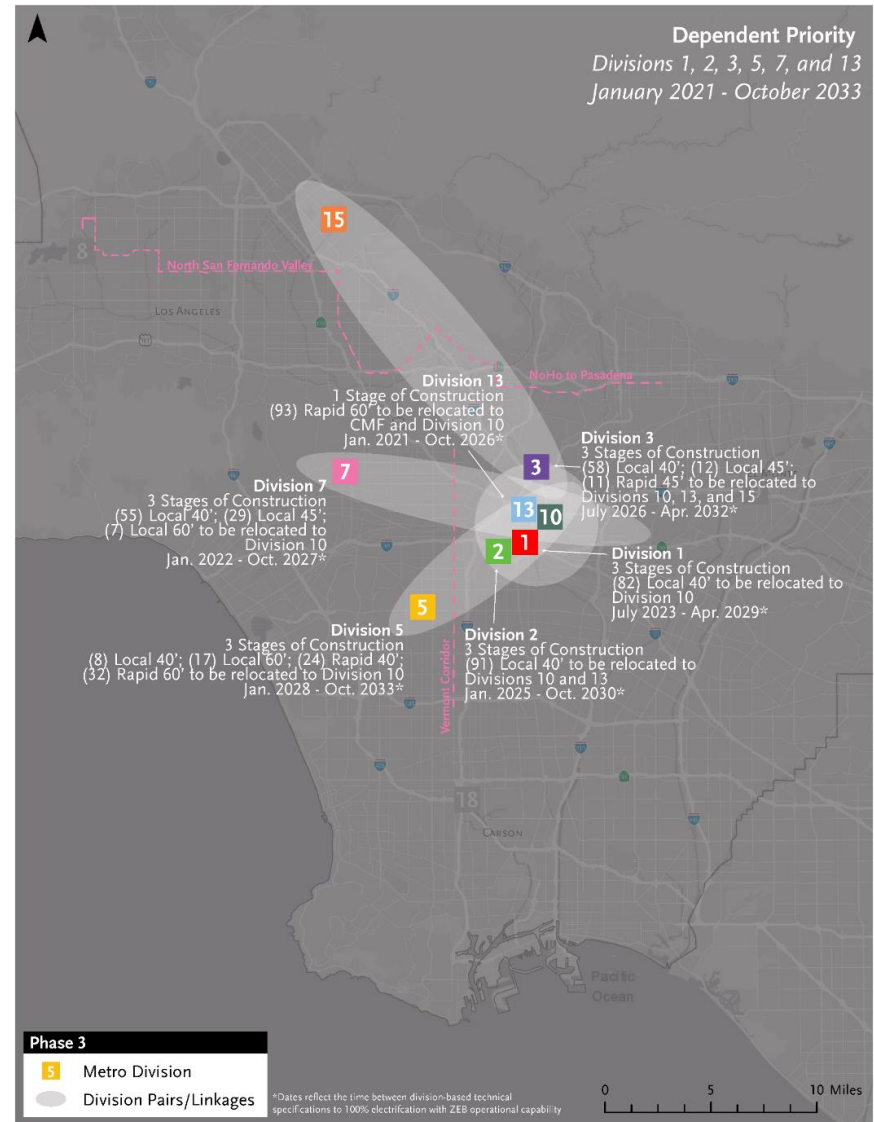
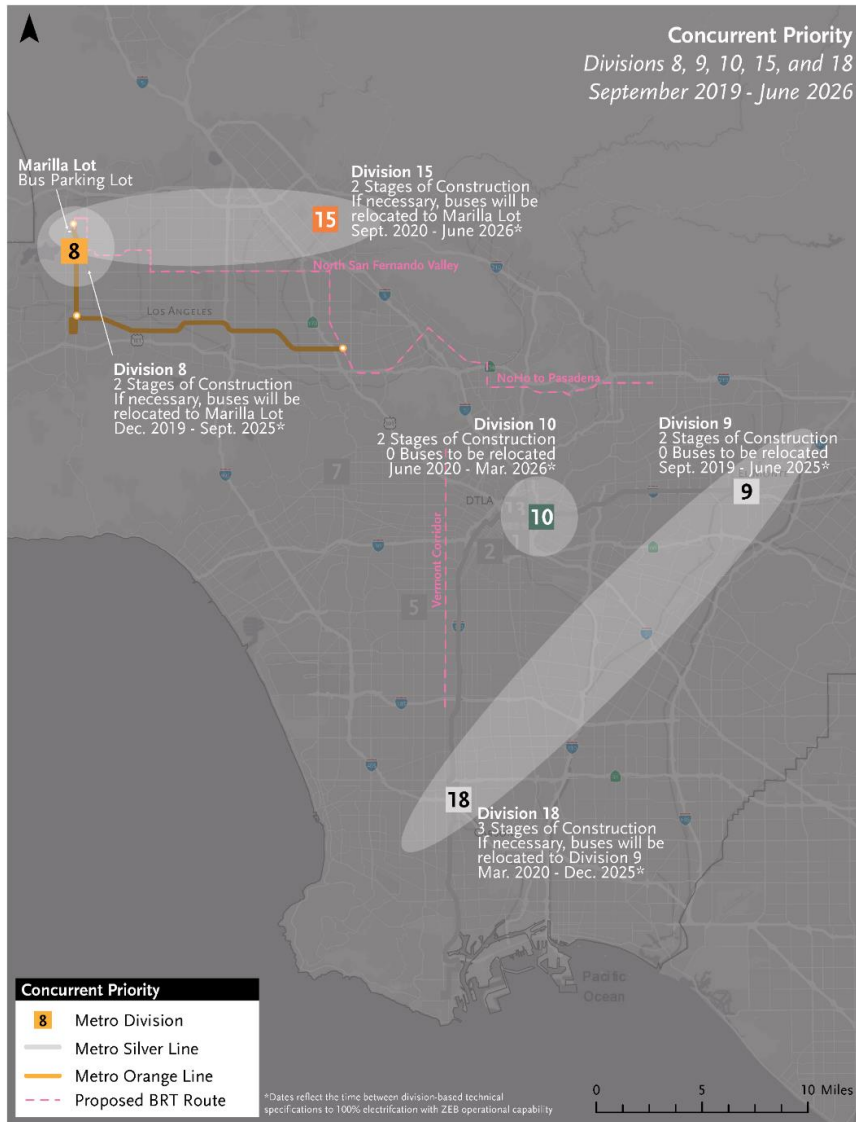
- ✓ Orange Line Electrification
 - Charging Infrastructure & Vehicles
- ✓ Silver Line Electrification
 - Charging Infrastructure & Vehicles
- ✓ Upgrade Near-Zero CNG Engines to RCNG at mid-life
- ✓ Refine & Develop Master Plan Details
 - Division Operations and Parking Patterns
 - Fleet Mix (40 ft vs. 60 ft, CNG vs. Battery)
 - En-Route Charging Analysis & Optimization
 - Space Optimization
 - Refine DAC (Disadvantage Community) Options

Phases 2/3: Long-Term Activities (2022 – 2030+)

- Conversion of Divisions from CNG to Battery Charging
- Procurement of Vehicles



ZEB Master Plan – Phasing Maps

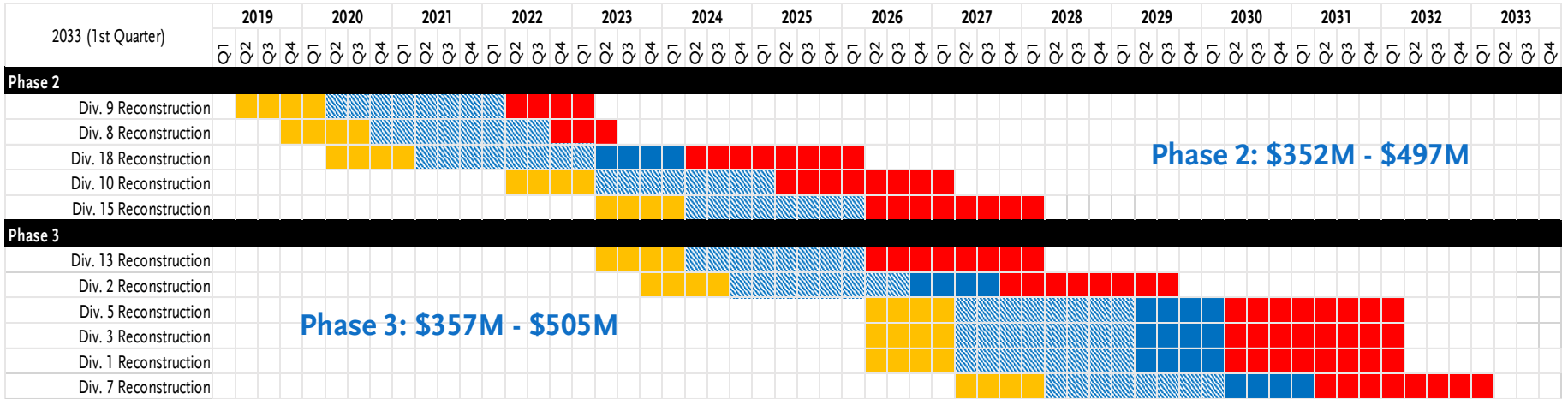


Phase 2: Independent divisions

Phase 3: Dependent divisions

ZEB Master Plan - Phasing Schedule

Construction Completed in Q4 2031; Electrification Completed in Q1 2033



- Spec. Development & Procurement (12 Months)
- Division Electrification (Staged Construction) (24 – 36 Months)
- Design and Utility Agreements/Approval (24 Months)
- Utility Upgrades and Construction (24 Months)



ZEB Master Plan – Costs & Funding

- **Capital Expenditures**
 - Preliminary Capital Cost Estimates (\$1.1 Billion – \$1.5 Billion more than CNG)
 - ~\$700 Million to ~\$1 Billion in Infrastructure costs
 - ~\$400 Million in additional vehicle costs
- **Operating Expenditures**
 - Utility Rates and resulting costs are under revision
 - Design Impacts
 - Battery Life & Maintenance
 - Maintenance Activities
 - CMF: Re-purposing from CNG to ZEB
 - Workforce (Training, Job Descriptions)
- **Funding Challenge**
 - Need of \$1.1 - \$1.5 Billion vs. Funding Available
 - Funding Opportunities
 - SCE Charge Ready Transport
 - California HVIP Program
 - VW Mitigation Trust
 - Public-Private Partnership (P3) for buses and/or charging equipment



Board Report

File #: 2019-0559, **File Type:** Informational Report

Agenda Number: 25.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 19, 2019**

SUBJECT: UPDATE FOR JUNE AND JULY 2019 TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects June and July 2019 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro’s fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of June 2019, crimes against persons increased by 4 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against persons remained unchanged compared to the same period last year.

Crimes Against Property

For the month of June 2019, crimes against property decreased by 33 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against property decreased by 19 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of June 2019, crimes against society decreased by 10 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against society increased by 5 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 6 bus operator assaults reported in June, which is one more compared to the same period last year.

There were 10 bus operator assaults reported in July, which is five more compared to the same period last year.

Average Emergency Response Times

Emergency response times averaged 5.04 minutes for the month of June.

Emergency response times averaged 5.71 minutes for the month of July.

Physical Security Improvements

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction started on June 1st, and an effective policing plan for the bus-only lanes in Los Angeles was developed. We worked closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The Expo Line closed the 7th/Metro and Pico Stations to support the New Blue, and the law enforcement support was planned and executed for this phase of the New Blue.

We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

We met with the California Public Utilities Commission representatives to plan our Triennial Audit which will occur in September 2019.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this winter.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

Metro’s Homeless Efforts

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan’s goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro’s coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro’s C3 Homeless Outreach Teams

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro’s C3 Homeless Outreach teams they have provided substantial homeless outreach-with 5,626 total unduplicated homeless contacts,1,469 of whom have been linked to permanent housing solutions with a total of 135 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach June 1, 2019 through August 9, 2019:

Performance Measure	June Number Served	July Number Served	Project Year to date Number Served
Number of unduplicated individuals’ initiated contact (pre-engagement phase)	178	254	5,626
Number of Unduplicated individuals engaged (engagement phase)	80	138	3,003
Number of unduplicated individuals who are provided services or who successfully attained referrals*	72	175	2,369
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	56	65	983
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	6	6	351

Number of unduplicated individuals engaged who are permanently housed	14	7	135
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Team received 18 referrals from LAPD. Of these referrals:

- Five declined services or could not be located.
- Four were cancelled by LAPD.
- Two were placed in hotels; one of these was matched to permanent housing and one is awaiting shelter placement.
- One was hospitalized for psychiatric reasons.
- One was linked to case management and is awaiting placement.
- Two have declined shelter placement, but are continuing to work with the team toward permanent housing.
- Two completed a CES, received an ID voucher and food.
- One was connected to Access.

PATH Impact Story resulting in Stable Housing

Client is a 41 year old female who has been working with PATH Metro MDT since March 2019. Client has a history of incarceration and an active case with DCFS. Prior to accepting the full spectrum of social services, Client was placed at Salvation Army Bell Shelter. It was not until June 2019, after much rapport building with Mental Health Specialist, Jennifer, that the client began showing significant interest in her personal and housing goals. Client independently began pursuing her education units in phlebotomy. PATH Metro MDT provided support funds to take the California state exam and in June, Client passed the state exam which allowed her to have her phlebotomy license reinstated. In June, MH specialist also connected the client to her DCFS social worker and successfully advocated for the client to be referred to the DCFS Housing programs. In addition to reinstating her phlebotomy license, Client has also begun addressing her emotional health by accessing mental health services in June. With the guidance and encouragement of the MH specialist, client has also begun taking culinary classes at Bell Shelter. She attends eight hour classes four times per week. She has two children and is actively working toward reunifying with them. As a result of passing the state exam and engaging in mental health services, the client is in the process of being reunified with her children. Client Quote: “Months ago I wouldn’t believe any of this could happen.”

Client, J, is a 65 year old female who was living on the street in Boyle Heights for a number of years. She has a small dog who is her pride and joy and her protector.

Our outreach team responded to an LAPD referral call on December 12, 2018 regarding a female and her dog. We met J and her dog that afternoon at the Metro Gold Line Mariachi Plaza station. J was staying in a small encampment on Cesar Chavez in Boyle Heights with a shopping cart loaded with her belongings and recycling bags. The cart was her shelter at night and transportation during the day. She spend many hours traveling the streets of Boyle Heights pushing the cart to collect and turn in recyclables as a way to stay busy and make a little extra money. Everyone was familiar with J and seeing her pushing her cart with her dog perched on top like a ship’s captain was a fixture in the neighborhood.

J has an extensive history of homelessness as well as outreach and intervention attempts dating back to at least 4 years. By the time we met her in December 2018, J seemed to have resigned herself to believing she would be on the street for the rest of her life. As her outreach team, our biggest obstacle...and biggest success, was helping J believe that she could and WOULD get off the street. More importantly, she DESERVED to be off the street.

J and our team clicked instantly, which allowed us to gain her trust. Over the past several months, J has consistently received medical care and has been linked to behavioral health support. She has developed a good rapport and working relationship with both our outreach team and her HFSP team.

As of July 2, 2019, 6 ½ months after our initial meeting, J and her dog are off the streets and in Permanent Supportive Housing. She has developed positive relationships with her housing case manager as well as the property manager and others in the building. She has proudly organized and decorated her environment to reflect her one-of-a-kind personality and is proud to show it off to visitors.

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD, and Metro's Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Impact Story resulting in Stable Housing

- I. Two Senior Lead Officers observed a female pushing a stroller at the Grand/LATTC Station. The officers had observed her on the system several times before and it appeared that she was using the stroller to haul her property. During their most recent encounter officers observed a child's foot sticking out from the stroller. Officers engaged the woman and discovered that she has been living on the street with her 15-month old for the last 8 months. She had been staying with her mother but due to section 8 housing rules she was forced to leave. HOPE Officers responded along with DMH to further assess and they requested PATH for assistance. The mother and daughter were placed into a motel until other arrangements could be secured. LAPD HOPE Officers followed up with the DCFS MART to have the family further assessed. DCSF advised that the child is healthy and in the normal range of development. The expectation is shelter or transitional housing will be secured.
- II. HOPE Officers engaged a mother and her 12 year old autistic son living out of their vehicle. Due to the time of day officers were unable to contact a service provider for assistance so they elected to pay for a motel stay out of their own pocket until a service provider could follow up. Officers contacted St. Joseph's and they will continue to fund the motel stay until shelter or transitional housing can be secured.

LAPD Outreach

Reported several contacts during the month of July resulted in positive contacts with individuals that were interested in services. There is ongoing efforts to bring these outreach efforts to a long-term solution. The most significant success for July is the 35 new contacts by HOPE's DMH clinician that

has resulted in several individuals being connected to outpatient mental health and other services.

Sheriff Mental Evaluation Team (MET) Contacts June 2, 2019 through August 3, 2019

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 37 clients to other homeless outreach connection services.
- One team assisted Cal Trans assess a homeless encampment adjacent to the Gold Line, between Irwindale Pax and Duarte Pax, Azusa.
- 9 teams attended Project Life Saver training at LASD County MET - 07/10/2019.
- 2 teams assessed a homeless encampment on Hawthorne Blvd/190th St., Torrance, CA - 07/10/2019.
- 3 teams assessed a homeless encampment at 1772 Studebaker Blvd, Cerritos, CA 90703 - 07/16/19.
- 4 teams assisted Lieutenant Chaves conduct a homeless encampment outreach operation in the City of Azusa adjacent to the Gold Line tracks - 07/18/19.
- Contacted 50 homeless persons. Everyone refused homeless outreach services, no one met 5150 W.I.C. criteria - 07/18/2019.
- One cleaned up a homeless encampment at Long Beach Pax, Green Line - 07/23/2019.
- 2 teams assisted in the clean-up of a homeless encampment at Foothill Blvd/Virginia Ave, Azusa adjacent to the Gold Line ROW - 07/30/2019.
- 1 team attended Threat Assessment Seminar - 07/29/2019.

Long Beach Quality of Life Officers Update June 2019

Long Beach Police Department reported very low numbers due to low ridership on the Blue Line with the Northern Closure. Additionally, both of the Quality of Life Officers were off work for two weeks each during this period as well.

Long Beach Quality of Life Officers Update July 2019

In addition to the data reported below, Quality of Life Officers:

- Located a gravely disabled subject on a Blue Line Train and returned him to his conservatorship.
- A subject was placed into the Long Beach Health Department Multi-Service Center Homeward Bound Project

- Quality of Life officers attended the Law Enforcement Meet and Greet with Interim Chief Aston Green.

June 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPDP
Contacts	1,136	557	9
Referrals	17	303	2
5150 Holds	12	13	0
Mental Illness	20	162	5
Substance Abuse	26	163	4
Veterans	4	4	0
Shelter	1	5	1
Motel Housing Plan	2	1	0
VA Housing	2	0	0
Return to Family	0	1	0
Transitional Long Term Housing	0	0	1
Detox	0	0	0
Rehab	1	2	0

Metro ROW Encampment:

- No encampments cleared within Metro ROW

Metro Encampments Outside, Adjacent to Metro ROW:

- June 18, 2019 - Location: MOL Bike Path and Adjacent to MOL Bus way at Bessemer St. and Cedros Ave. Active Encampment Clean-up remains in effect.
- June 26, 2019 - Location: Adjacent to Expo Mainline near USC Expo Station, Track 3 side, next to 110 Exit Ramp. Active Encampment Clean-up remains in effect.

July 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPDP
Contacts	1,226	503	82
Referrals	27	288	16
5150 Holds	10	15	1
Mental Illness	19	155	16
Substance Abuse	44	134	11
Veterans	0	7	0

Shelter	0	5	2
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	0	0	2
Transitional Long Term Housing	0	0	0
Detox	8	0	0
Rehab	0	0	0

Metro ROW Encampment:

- One, PGL - ROW Mile Post Marker 23.6-23.7 Azusa, CA: Nearest Cross Street Virginia Ave - July 30, 2019

Metro Encampments Outside, Adjacent to Metro ROW:

- One, MOL - Adjacent to DeSoto Station at 6530 Independence Ave - July 3, 2019

Measure H Generalist:

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as “generalists” to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro’s C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was utilized in June by Metro’s C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers:

The LA County Department of Mental Health has provided a mental health clinician to one of Metro’s contracted HOPE team. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted four regional faith leader roundtable discussions to identity ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based

groups and local nonprofits interested in providing resources to transit located homeless to contact Metro’s System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to “unwanted touching, exposure, comments, or any other form of unwanted sexual behavior.” About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to July 31, 2019, POV has received a total of **1,087 calls** through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- assisting callers in reporting abuse/harassment
- processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Performance Measure	June	July
	Number Served	Number Served
Total Number of individuals that contacted POV Line	11	12

Number of individuals that contacted POV Line regarding sexual harassment	8	3
Number of individuals that requested counseling services	0	0
Number of police reports filed or intended to file regarding sexual harassment	7	3
Number of active cases	1	1

Emergency Management: June & July 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

Training & Exercise:

- **June 9, 2019 - Gold Line Full Scale Exercise. Scenario:** Criminal Activity with Police Chase at Soto Station/East Portal. Communication and coordination among various Metro departments and with First Responder stakeholders along with improving First Responder familiarization of tunnel access and emergency evacuation were the primary objectives.
- **July 10, 2019 - Red Line Full Scale Exercise & North Hollywood Station. Scenario Fire on a Train at a Station.** Testing Metro Standard Operating Procedures and communication during response along with First Responder familiarization of Station’s Fire Life Safety systems were the exercise main objectives.
- **July 25, 2019 - Participated in USC/NFL Annual Coliseum Pre-season Tabletop Exercise.** Emergency Management along with Rail Operations shared Metro’s roles and responsibilities based on the scenario of a high magnitude earthquake, occurring during a regular season football game.

Outreach & Preparedness

Department continues to support agency stakeholders with current information on general emergency preparedness and earthquake preparedness, fielding several requests:

- After July 4th and 5th earthquakes, centered in Ridgecrest, provided emergency preparedness and earthquake response materials to employees and LA County Supervisors’ Offices, as requested.

..Attachments
ATTACHMENTS

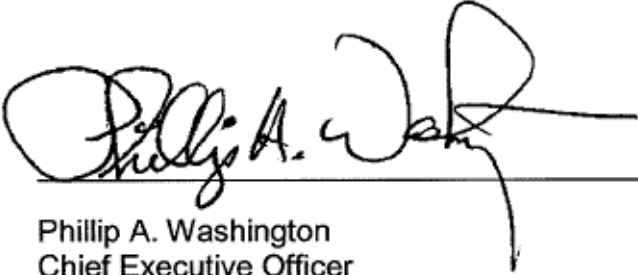
- Attachment A - System-Wide Law Enforcement Overview June & July 2019
- Attachment B - MTA Supporting Data June & July 2019

Attachment C - Key Performance Indicators June & July 2019

Attachment D - Transit Police Summary June & July 2019

Prepared by: Aston T. Greene, Interim Chief, System Security and Law Enforcement,
(213) 922-2599

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



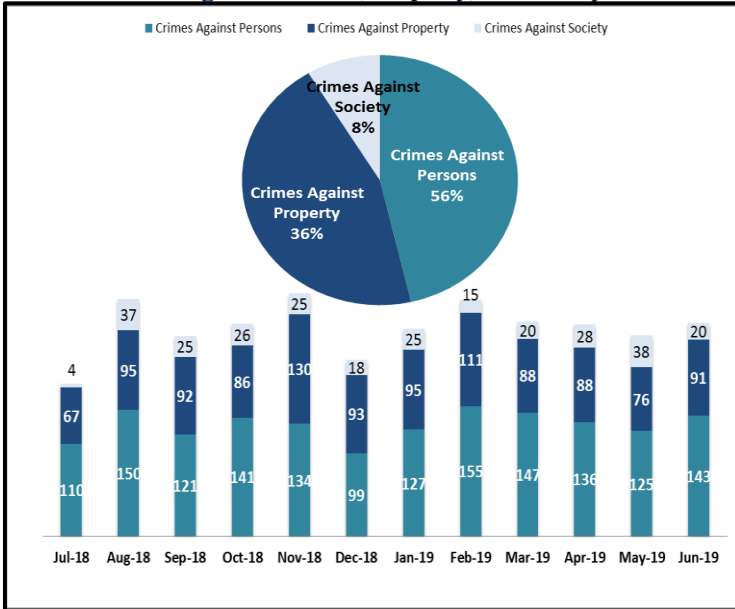
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2019

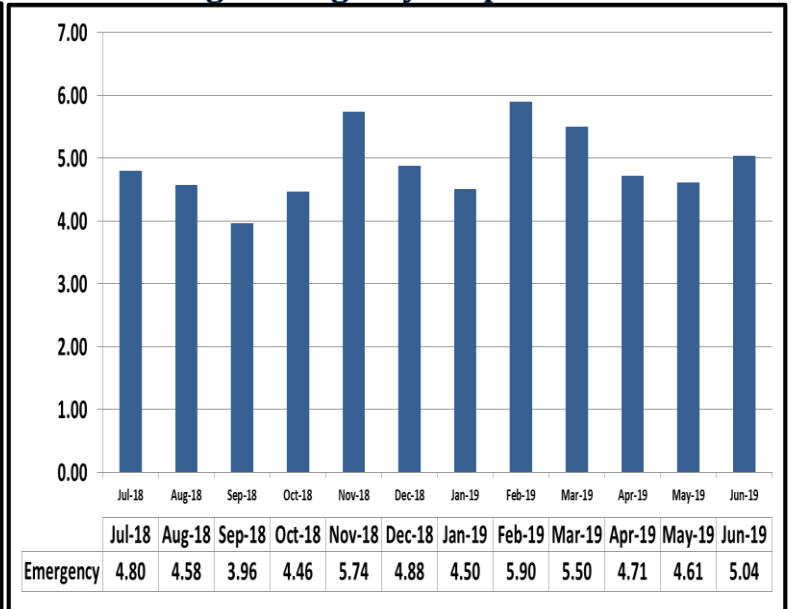
Attachment A

Crimes Against Persons, Property, and Society



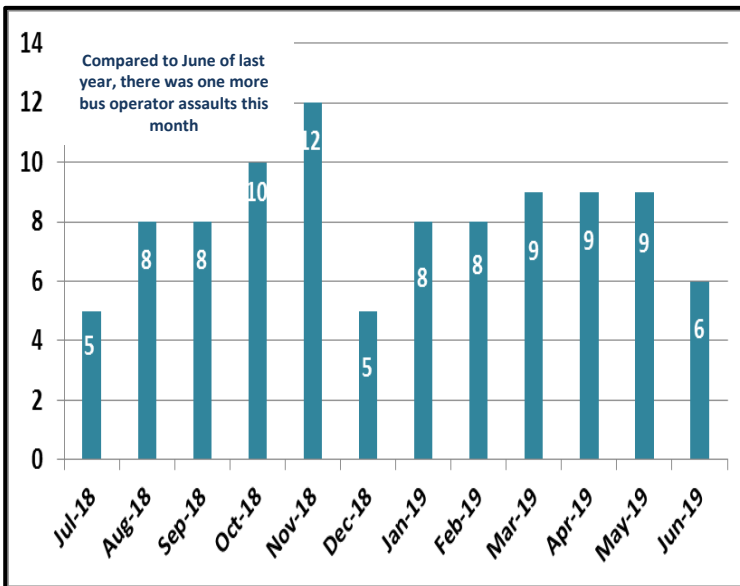
When compared to the same period last year, Crimes Against Persons increased by 3 crimes, Crimes Against Property decreased by 33 crimes, and Crimes Against Society decreased by 10 crimes.

Average Emergency Response Times

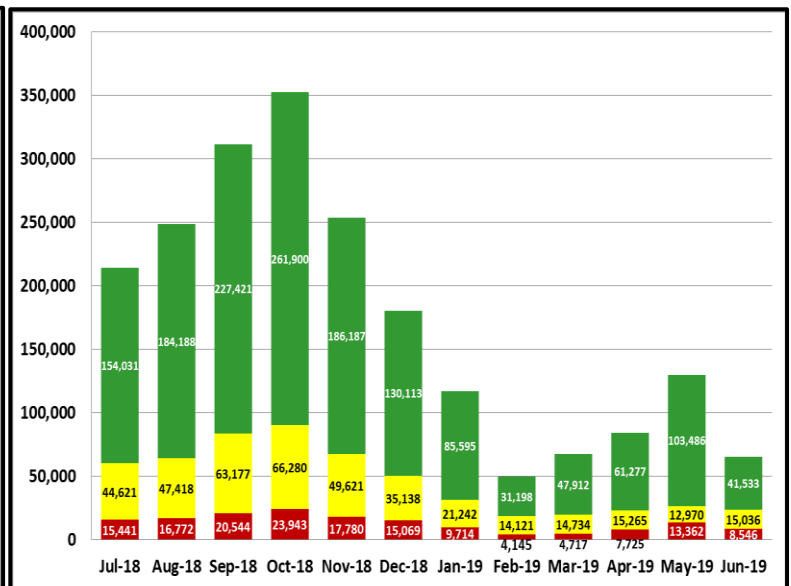


Average emergency response time was 5.04 mins.

Bus Operator Assaults



Fare Compliance



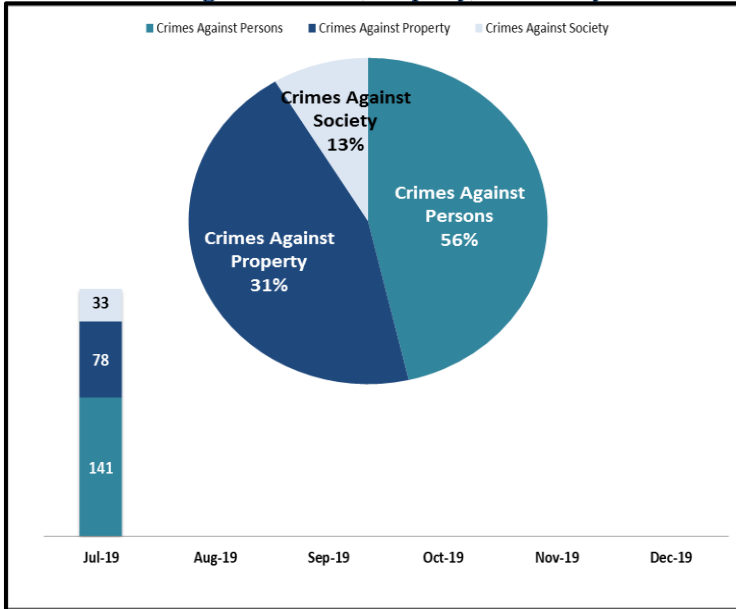
Green Checks- Occurs when a patron has valid fare
Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2019

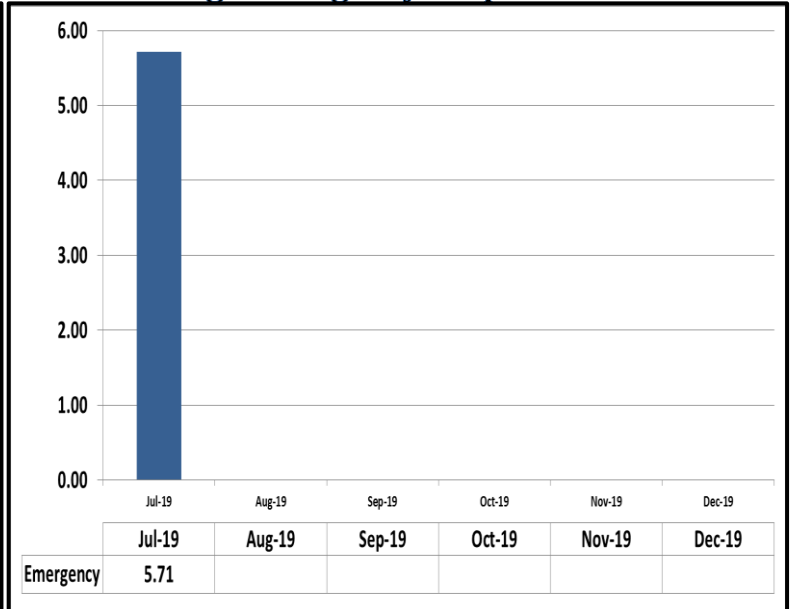
Attachment A

Crimes Against Persons, Property, and Society



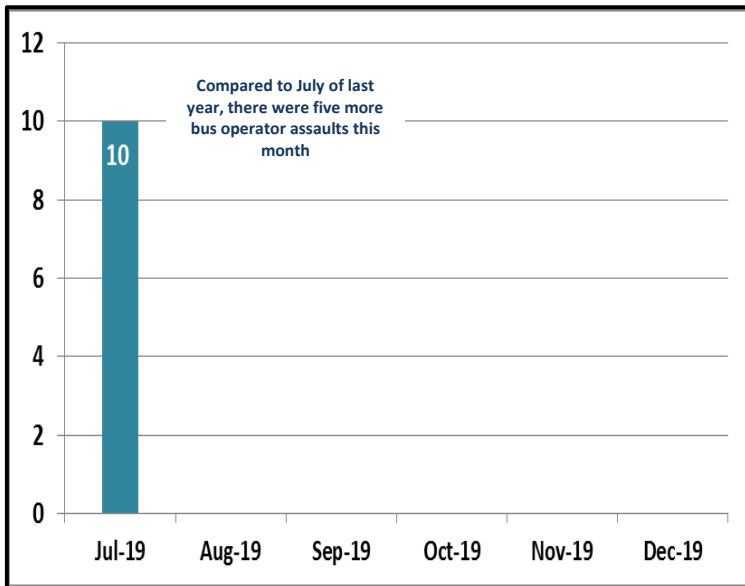
When compared to the same period last year, Crimes Against Persons remained the same, Crimes Against Property decreased by 19 crimes, and Crimes Against Society increased by 5 crimes.

Average Emergency Response Times

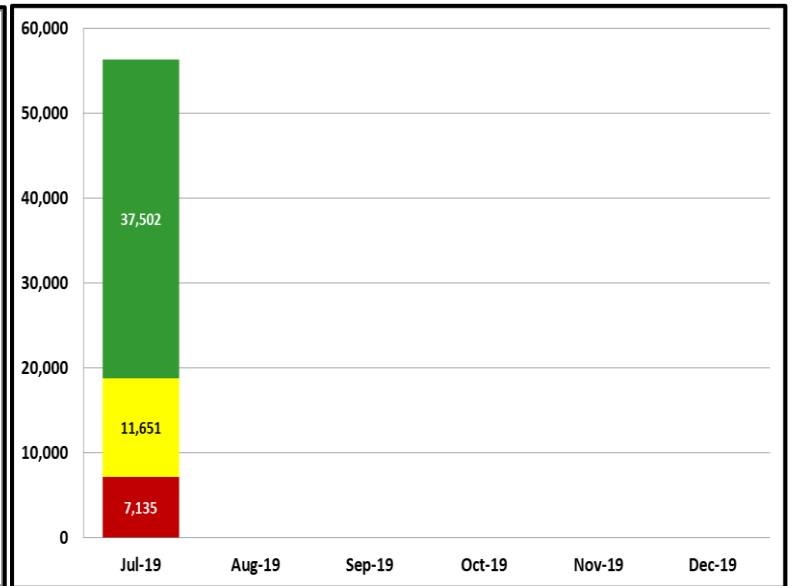


Average emergency response time was 5.71 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	1	0	47
Aggravated Assault	0	0	3	45
Aggravated Assault on Operator	0	0	0	0
Battery	0	0	0	65
Battery Rail Operator	0	0	0	3
Sex Offenses	0	1	0	9
SUB-TOTAL	0	2	3	169
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	3
Larceny	0	1	2	87
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	1	0	10
Arson	0	0	0	0
Vandalism	0	0	2	19
Other	0	0	0	7
SUB-TOTAL	0	2	4	130
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	0	0	17
Narcotics	0	2	2	80
Trespassing	0	2	0	15
SUB-TOTAL	0	4	2	112
TOTAL	0	8	9	411

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	13
Pico	0	0	0	7
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	6
Washington	0	0	0	11
Vernon	0	0	0	4
Slauson	0	0	0	14
Florence	0	1	0	19
Firestone	0	0	0	18
103rd St/Watts Towers	0	0	0	17
Willowbrook/Rosa Parks	1	0	1	39
Compton	0	1	1	25
Artesia	0	0	2	13
Del Amo	1	0	0	10
Wardlow	0	2	0	16
Willow St	1	0	1	11
PCH	0	0	0	1
Anaheim St	0	0	0	4
5th St	0	0	0	2
1st St	0	0	0	1
Downtown Long Beach	2	1	1	10
Pacific Av	0	0	0	4
Blue Line Rail Yard	0	1	0	4
Total	5	6	6	254

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	2	5	9	214
Misdemeanor	10	56	33	1,206
TOTAL	12	61	42	1,420

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	20	70	44	1,235
Vehicle Code Citations	247	3	119	2,079
TOTAL	267	73	163	3,314

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	1	33	9	615
Priority	14	53	33	1,433
Emergency	2	7	11	463
TOTAL	17	93	53	2,511

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	13%	2%	4%
Proactive	87%	98%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	66%
Blue Line-LBPD	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	13	0	0	792
Flower St	5	0	0	278
103rd St	1	0	0	49
Wardlow Rd	0	0	3	44
Pacific Ave.	0	0	0	1
Willowbrook	0	13	0	366
Slauson	1	1	0	37
Firestone	0	4	0	56
Florence	0	1	0	103
Compton	0	40	0	292
Artesia	0	5	0	180
Del Amo	0	6	0	144
Long Beach Blvd	0	0	0	0
TOTAL	20	70	3	2,342

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Long Beach Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	3	32
Aggravated Assault	1	3	15
Aggravated Assault on Operator	0	0	0
Battery	1	4	39
Battery Rail Operator	0	0	0
Sex Offenses	2	0	12
SUB-TOTAL	4	10	99
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	1	2	47
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	9
Arson	0	0	0
Vandalism	0	1	13
SUB-TOTAL	1	5	71
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	11
Narcotics	0	3	45
Trespassing	0	0	7
SUB-TOTAL	0	3	63
TOTAL	5	18	233

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	82
Misdemeanor	2	49	458
TOTAL	2	54	540

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	60	634
Vehicle Code Citations	2	9	138
TOTAL	2	69	772

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	118	1,628
Priority	6	67	878
Emergency	0	10	122
TOTAL	6	195	2,628

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	8%
Proactive	88%	92%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	8
Douglas	0	0	0	1
El Segundo	0	0	0	0
Mariposa	0	0	0	5
Aviation/LAX	1	1	0	7
Hawthorne/Lennox	0	1	1	9
Crenshaw	0	0	1	11
Vermont/Athens	3	1	0	15
Harbor Fwy	3	0	0	13
Avalon	0	0	0	14
Willowbrook/Rosa Parks	1	2	0	40
Long Beach BI	3	1	1	29
Lakewood BI	0	0	0	9
Norwalk	2	0	0	14
Total	14	6	3	175

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	88%
Green Line-LASD	74%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	5
Robbery	0	0	41
Aggravated Assault	0	1	23
Aggravated Assault on Operator	0	0	0
Battery	5	3	90
Battery Rail Operator	0	0	0
Sex Offenses	0	0	15
SUB-TOTAL	5	4	174
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	5	0	138
Bike Theft	0	0	25
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	13
SUB-TOTAL	5	0	178
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	1	2
Trespassing	0	0	2
SUB-TOTAL	0	1	7
TOTAL	10	5	359

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	29
Misdemeanor	5	1	94
TOTAL	7	1	123

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	48	2	373
Vehicle Code Citations	16	1	98
TOTAL	64	3	471

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	45	571
Priority	53	29	553
Emergency	5	4	54
TOTAL	59	78	1,178

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	9%	11%
Proactive	91%	89%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	90%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	101	0	2,342
Santa Monica	0	46	358
Culver City	0	0	33
TOTAL	101	46	2,733

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	11
Pico	0	0	0	6
LATTC/Ortho Institute	0	0	0	10
Jefferson/USC	1	1	0	21
Expo Park/USC	0	0	0	18
Expo/Vermont	0	2	0	23
Expo/Western	1	1	0	35
Expo/Crenshaw	1	1	0	24
Farmdale	0	0	0	16
Expo/La Brea	0	0	0	16
La Cienega/Jefferson	0	0	0	18
Culver City	0	0	0	7
Palms	0	0	0	8
Westwood/Rancho Park	0	0	0	13
Expo/Sepulveda	0	0	0	12
Expo/Bundy	0	0	0	10
26th St/Bergamot	1	0	0	7
17th St/SMC	0	0	0	6
Downtown Santa Monica	3	0	1	23
Expo Line Rail Yard	0	0	0	0
Total	9	5	1	284

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	3
Robbery	2	61
Aggravated Assault	5	74
Aggravated Assault on Operator	0	1
Battery	24	205
Battery Rail Operator	0	3
Sex Offenses	3	24
SUB-TOTAL	34	371
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	9	197
Bike Theft	3	13
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	16
SUB-TOTAL	14	226
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	30
SUB-TOTAL	2	30
TOTAL	50	627

ARRESTS		
AGENCY	LAPD	FYTD
Felony	21	71
Misdemeanor	72	260
TOTAL	93	331

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	462	1,847
Vehicle Code Citations	89	225
TOTAL	551	2072

CALLS FOR SERVICE	
AGENCY	LAPD
Routine	4
Priority	93
Emergency	9
TOTAL	106

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	10%
Proactive	90%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	92%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	5	1	0	60
Civic Center/Grand Park	1	0	0	14
Pershing Square	4	0	1	41
7th St/Metro Ctr	5	0	0	47
Westlake/MacArthur Park	5	1	0	58
Wilshire/Vermont	1	2	0	33
Wilshire/Normandie	1	1	0	6
Vermont/Beverly	1	1	0	18
Wilshire/Western	0	0	0	3
Vermont/Santa Monica	3	1	0	27
Vermont/Sunset	1	0	0	16
Hollywood/Western	1	0	0	17
Hollywood/Vine	0	2	0	53
Hollywood/Highland	3	2	0	34
Universal City/Studio City	1	1	0	11
North Hollywood	2	2	1	49
Red Line Rail Yard	0	0	0	0
Total	34	14	2	487

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	0	0	11
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	3	0	34
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	3	1	67
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	3	3	42
Bike Theft	0	1	13
Motor Vehicle Theft	0	0	10
Arson	0	0	1
Vandalism	1	0	13
SUB-TOTAL	4	4	80
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	2	8
Trespassing	0	0	1
SUB-TOTAL	0	3	11
TOTAL	7	8	158

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	3	26
Misdemeanor	3	14	117
TOTAL	4	17	143

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	22	270
Vehicle Code Citations	0	4	109
TOTAL	8	26	379

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	66	757
Priority	49	84	1,294
Emergency	3	9	120
TOTAL	53	159	2,171

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	2%
Proactive	86%	98%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	17
Azusa Downtown	0	0	0	1
Irwindale	0	0	0	3
Duarte/City of Hope	0	2	0	9
Monrovia	0	1	0	7
Arcadia	0	0	0	4
Sierra Madre Villa	0	0	1	9
Allen	0	0	0	0
Lake	1	0	1	6
Memorial Park	0	0	0	4
Del Mar	0	0	0	1
Fillmore	0	0	1	4
South Pasadena	0	0	0	0
Highland Park	1	0	0	5
Southwest Museum	0	0	0	5
Heritage Square	0	0	0	2
Lincoln/Cypress	0	2	0	7
Chinatown	0	0	0	1
Union Station	1	1	0	8
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	1	0	5
Mariachi Plaza	1	0	0	9
Soto	0	0	0	3
Indiana (both LAPD & LASD)	0	0	0	6
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	1
Atlantic	0	0	0	11
Total	4	8	3	132

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	65%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	75	0	1,773
Arcadia Station	0	16	66
Irwindale	0	5	33
Monrovia	0	7	78
City of Pasadena	0	28	325
Magnolia Ave	0	0	0
Duarte Station	0	4	29
City Of Azusa	0	10	98
South Pasadena	0	18	128
City Of East LA	0	12	148
Figueroa St	0	0	591
TOTAL GOAL= 10	75	100	3,269

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	11
Aggravated Assault	0	13
Aggravated Assault on Operator	0	1
Battery	1	13
Battery Bus Operator	0	2
Sex Offenses	0	2
SUB-TOTAL	4	42
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	19
Bike Theft	1	4
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	12
SUB-TOTAL	4	35
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	8	77

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	10
Misdemeanor	8	26
TOTAL	13	36

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	3,823
Vehicle Code Citations	69	3,045
TOTAL	79	6,868

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	1
Priority	11	11
Emergency	0	0
TOTAL	12	12

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	8%
Proactive	92%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	94%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	7
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	1	1	0	14
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	1	0	11
Reseda	0	0	0	5
Tampa	0	0	0	0
Pierce College	0	1	0	1
De Soto	0	0	0	1
Canoga	1	1	0	11
Warner Center	0	0	0	0
Sherman Way	2	0	0	3
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	1
Total	4	4	0	61

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	13
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	4
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
SUB-TOTAL	0	0	9
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	0
TOTAL	0	0	22

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	7
Misdemeanor	6	1	35
TOTAL	6	1	42

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	3,820
Vehicle Code Citations	105	0	3,765
TOTAL	107	0	7,585

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	0	7
Priority	11	2	41
Emergency	1	0	10
TOTAL	13	2	58

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	22%	0%
Proactive	78%	100%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	93%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	1
Slauson	0	0	0	1
Manchester	0	0	0	2
Harbor Fwy	0	0	0	3
Rosecrans	0	0	0	1
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	0
PCH	0	0	0	2
San Pedro/Beacon	0	0	0	1
Total	0	0	0	15

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	1	106
Aggravated Assault	8	2	92
Aggravated Assault on Operator	0	0	14
Battery	30	6	262
Battery Bus Operator	4	2	75
Sex Offenses	2	1	42
SUB-TOTAL	49	12	591
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	25	2	238
Bike Theft	1	0	26
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	7	4	50
SUB-TOTAL	33	6	318
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	10
Narcotics	0	4	52
Trespassing	0	0	7
SUB-TOTAL	0	4	69
TOTAL	82	22	978

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	21
San Fernando	3	7
San Gabriel Valley	3	23
Gateway Cities	10	46
South Bay	5	53
Total	22	150

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	13
West Valley	0	4
North Hollywood	3	13
Foothill	0	4
Devonshire	2	8
Mission	0	7
Topanga	1	11
Central Bureau		
Central	8	60
Rampart	3	29
Hollenbeck	0	8
Northeast	2	9
Newton	10	41
West Bureau		
Hollywood	3	15
Wilshire	8	40
West LA	1	17
Pacific	0	N/A
Olympic	10	53
Southwest Bureau		
Southwest	10	103
Harbor	0	4
77th Street	16	104
Southeast	3	19
Total	82	562

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	5	88
Misdemeanor	3	54	482
TOTAL	8	59	570

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	50	563
Vehicle Code Citations	3	28	324
TOTAL	15	78	887

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	98	1,271
Priority	18	146	2,281
Emergency	2	6	246
TOTAL	20	250	3,798

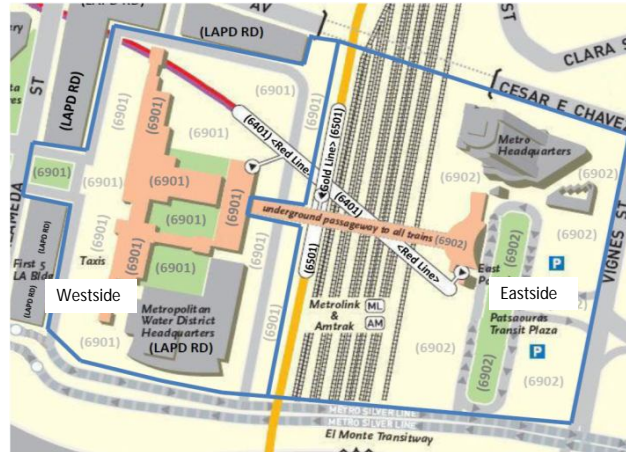
DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	1%
Proactive	87%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	91%
LASD BUS	79%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	7
Aggravated Assault	0	19
Aggravated Assault on Operator	0	0
Battery	12	58
Battery Rail Operator	0	0
Sex Offenses	0	9
SUB-TOTAL	12	93
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	2
Larceny	4	71
Bike Theft	0	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	16
SUB-TOTAL	9	95
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	13
SUB-TOTAL	1	13
TOTAL	22	201



ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	37
Misdemeanor	9	98
TOTAL	13	135

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	48	161
Vehicle Code Citations	3	34
TOTAL	51	195

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	1
Priority	44	44
Emergency	3	3
TOTAL	48	48

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	11%
Proactive	89%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	81%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	3	1	4
Aggravated Assault	0	1	0	1
Aggravated Assault on Operator	0	0	0	0
Battery	0	5	0	5
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	0
SUB-TOTAL	0	9	1	10
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	0
Larceny	0	0	0	0
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	1
Arson	0	0	0	0
Vandalism	1	2	0	3
Other	0	0	0	0
SUB-TOTAL	1	3	0	4
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	3	0	3
Narcotics	0	1	1	2
Trespassing	0	0	0	0
SUB-TOTAL	0	4	1	5
TOTAL	1	16	2	19

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	1
Pico	0	0	0	0
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	0	0	0	0
Vernon	0	0	0	0
Slauson	0	1	2	3
Florence	0	0	0	0
Firestone	1	0	0	1
103rd St/Watts Towers	0	0	0	0
Willowbrook/Rosa Parks	6	0	0	6
Compton	0	1	2	3
Artesia	2	0	0	2
Del Amo	0	1	0	1
Wardlow	0	0	0	0
Willow St	0	0	0	0
PCH	1	0	1	2
Anaheim St	0	0	0	0
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	0	0	0	0
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	10	4	5	19

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	0	13	30	43
Misdemeanor	12	63	5	80
TOTAL	12	76	35	123

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	1,452	63	38	1,553
Vehicle Code Citations	957	6	102	1,065
TOTAL	2,409	69	140	2,618

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	0	67	9	76
Priority	8	54	32	94
Emergency	4	8	15	27
TOTAL	12	129	56	197

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	17%	3%	3%
Proactive	83%	97%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	88%
Blue Line-LASD	72%
Blue Line-LBPD	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	4	0	0	4
Flower St	3	0	0	3
103rd St	0	0	0	0
Wardlow Rd	0	0	2	2
Pacific Ave.	0	0	1	1
Willowbrook	0	13	0	13
Slauson	4	2	0	6
Firestone	0	1	0	1
Florence	0	2	0	2
Compton	0	29	0	29
Artesia	0	3	0	3
Del Amo	0	4	0	4
Long Beach Blvd	0	0	0	0
TOTAL	11	54	3	68

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Long Beach Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	6	7
Aggravated Assault	0	1	1
Aggravated Assault on Operator	0	0	0
Battery	0	6	6
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	1	14	15
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	4	4
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
SUB-TOTAL	1	4	5
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	6	6
Trespassing	0	0	0
SUB-TOTAL	0	7	7
TOTAL	2	25	27

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	7
Misdemeanor	1	45	46
TOTAL	1	52	53

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	51	60
Vehicle Code Citations	2	5	7
TOTAL	11	56	67

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	97	97
Priority	10	76	86
Emergency	0	10	10
TOTAL	10	183	193

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	5%
Proactive	82%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	1
Douglas	0	0	0	0
El Segundo	0	0	0	0
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	0
Hawthorne/Lennox	0	0	0	0
Crenshaw	2	0	0	2
Vermont/Athens	1	0	0	1
Harbor Fwy	0	0	0	0
Avalon	1	1	0	2
Willowbrook/Rosa Parks	6	0	5	11
Long Beach BI	2	3	0	5
Lakewood BI	2	1	0	3
Norwalk	0	0	2	2
Total	15	5	7	27

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	85%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	2	1	3
Aggravated Assault on Operator	0	0	0
Battery	2	1	3
Battery Rail Operator	0	0	0
Sex Offenses	2	0	2
SUB-TOTAL	6	2	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	11	0	11
Bike Theft	5	1	6
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	16	1	17
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	0	0
Trespassing	1	0	1
SUB-TOTAL	1	1	2
TOTAL	23	4	27

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	0	3	3
TOTAL	0	5	5

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	4
Vehicle Code Citations	0	0	0
TOTAL	0	4	4

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	43	43
Priority	43	28	71
Emergency	3	4	7
TOTAL	46	75	121

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	11%
Proactive	0%	89%
TOTAL	0%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	0
Pico	0	0	0	0
LATTC/Ortho Institute	3	3	0	6
Jefferson/USC	1	1	0	2
Expo Park/USC	0	1	0	1
Expo/Vermont	0	1	0	1
Expo/Western	0	1	1	2
Expo/Crenshaw	0	1	0	1
Farmdale	0	1	0	1
Expo/La Brea	1	1	0	2
La Cienega/Jefferson	0	0	0	0
Culver City	0	1	0	1
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	3	0	3
Expo/Bundy	1	3	0	4
26th St/Bergamot	1	0	0	1
17th St/SMC	0	0	0	0
Downtown Santa Monica	1	0	1	2
Expo Line Rail Yard	0	0	0	0
Total	8	17	2	27

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	0	42	42
Culver City	0	3	3
TOTAL	0	45	45

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	3
Aggravated Assault	7	7
Aggravated Assault on Operator	0	0
Battery	17	17
Battery Rail Operator	0	0
Sex Offenses	3	3
SUB-TOTAL	30	30
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	6
Bike Theft	2	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	9	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	2
SUB-TOTAL	2	2
TOTAL	41	41

ARRESTS

AGENCY	LAPD	FYTD
Felony	40	40
Misdemeanor	95	95
TOTAL	135	135

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	795	795
Vehicle Code Citations	222	222
TOTAL	1017	1017

CALLS FOR SERVICE

AGENCY	LAPD
Routine	3
Priority	93
Emergency	8
TOTAL	104

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	26%
Proactive	74%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	2	0	5
Civic Center/Grand Park	0	0	0	0
Pershing Square	4	0	0	4
7th St/Metro Ctr	1	2	0	3
Westlake/MacArthur Park	5	0	0	5
Wilshire/Vermont	4	0	1	5
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	2	2	1	5
Wilshire/Western	0	1	0	1
Vermont/Santa Monica	3	0	0	3
Vermont/Sunset	0	0	0	0
Hollywood/Western	0	1	0	1
Hollywood/Vine	0	0	0	0
Hollywood/Highland	3	0	0	3
Universal City/Studio City	1	0	0	1
North Hollywood	4	1	0	5
Red Line Rail Yard	0	0	0	0
Total	30	9	2	41

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	80%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	2
Aggravated Assault	1	0	1
Aggravated Assault on Operator	0	0	0
Battery	0	0	0
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	3	0	3
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	5	5
Bike Theft	0	1	1
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	2	0	2
SUB-TOTAL	2	7	9
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	2	2
Trespassing	0	0	0
SUB-TOTAL	0	2	2
TOTAL	5	9	14

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	2
Misdemeanor	9	16	25
TOTAL	10	17	27

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	50	30	80
Vehicle Code Citations	25	3	28
TOTAL	75	33	108

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	76	76
Priority	44	99	143
Emergency	6	11	17
TOTAL	50	186	236

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	3%
Proactive	76%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	1
Azusa Downtown	0	0	0	0
Irwindale	0	2	0	2
Duarte/City of Hope	0	3	0	3
Monrovia	0	0	0	0
Arcadia	0	0	0	0
Sierra Madre Villa	0	1	0	1
Allen	0	0	0	0
Lake	0	0	0	0
Memorial Park	0	0	1	1
Del Mar	0	0	0	0
Fillmore	0	0	0	0
South Pasadena	0	1	0	1
Highland Park	1	0	0	1
Southwest Museum	1	0	0	1
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	0
Chinatown	0	0	0	0
Union Station	1	0	0	1
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	0
Mariachi Plaza	0	0	0	0
Soto	0	1	0	1
Indiana (both LAPD & LASD)	0	1	0	1
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	0
Total	3	9	2	14

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	82%
Gold Line-LASD	74%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	101	0	101
Arcadia Station	0	17	17
Irwindale	0	0	0
Monrovia	0	6	6
City of Pasadena	0	20	20
Magnolia Ave	0	0	0
Duarte Station	0	2	2
City Of Azusa	0	19	19
South Pasadena	0	20	20
City Of East LA	0	10	10
Figueroa St	50	0	50
TOTAL GOAL= 10	151	94	245

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	1
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	2	2
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	3	3
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	1
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	2	2
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	5	5

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	3
Misdemeanor	3	3
TOTAL	6	6

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	128	128
Vehicle Code Citations	141	141
TOTAL	269	269

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	7	7
Emergency	1	1
TOTAL	8	8

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	85%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	1
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	0	0	0	0
Sepulveda	0	0	0	0
Woodley	1	0	0	1
Balboa	0	1	0	1
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	0
Canoga	0	0	0	0
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	0	0	0	0
Nordhoff	1	1	0	2
Chatsworth	0	0	0	0
Total	3	2	0	5

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Aggravated Assault on Operator	0	0	0
Battery	0	0	0
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	0
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	0
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	0
TOTAL	0	0	0

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	8	0	8
TOTAL	8	0	8

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	206	0	206
Vehicle Code Citations	201	0	201
TOTAL	407	0	407

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	3
Priority	10	0	10
Emergency	1	0	1
TOTAL	11	3	14

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	0%
Proactive	79%	100%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	0
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	0
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	0	0	0	0

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	86%
Silver Line- LASD	78%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	1	6
Aggravated Assault	6	3	9
Aggravated Assault on Operator	1	0	1
Battery	23	3	26
Battery Bus Operator	6	3	9
Sex Offenses	7	1	8
SUB-TOTAL	48	11	59
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	13	7	20
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	3	2	5
SUB-TOTAL	16	10	26
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	2
Narcotics	0	8	8
Trespassing	1	1	2
SUB-TOTAL	1	11	12
TOTAL	65	32	97

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	2
San Fernando	0	0
San Gabriel Valley	7	7
Gateway Cities	12	12
South Bay	11	11
Total	32	32

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	2
West Valley	0	0
North Hollywood	3	3
Foothill	0	0
Devonshire	2	2
Mission	2	2
Topanga	1	1
Central Bureau		
Central	14	14
Rampart	5	5
Hollenbeck	1	1
Northeast	1	1
Newton	3	3
West Bureau		
Hollywood	2	2
Wilshire	4	4
West LA	3	3
Pacific	2	2
Olympic	4	4
Southwest Bureau		
Southwest	9	9
Harbor	0	0
77th Street	4	4
Southeast	3	3
Total	65	65

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	7
Misdemeanor	9	65	74
TOTAL	9	72	81

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	70	75	145
Vehicle Code Citations	1	22	23
TOTAL	71	97	168

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	84	85
Priority	23	149	172
Emergency	1	13	14
TOTAL	25	246	271

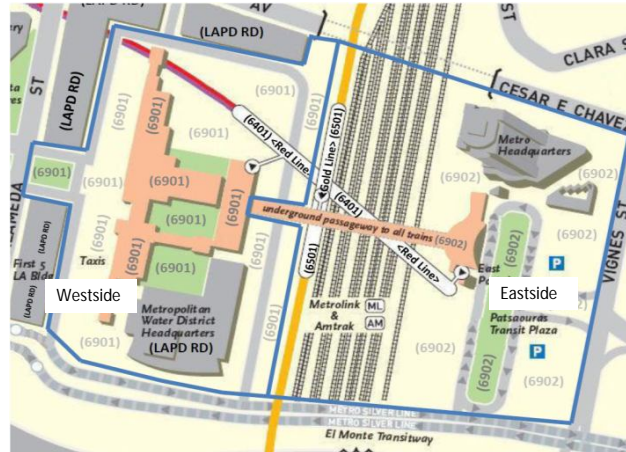
DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	2%
Proactive	79%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	86%
LASD BUS	78%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	10	10
Battery Rail Operator	0	0
Sex Offenses	3	3
SUB-TOTAL	13	13
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	1
Larceny	4	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	6	6
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	3
SUB-TOTAL	3	3
TOTAL	22	22



ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	5
Misdemeanor	18	18
TOTAL	23	23

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	54	54
Vehicle Code Citations	11	11
TOTAL	65	65

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	12
Priority	39	39
Emergency	2	2
TOTAL	53	53

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	82%

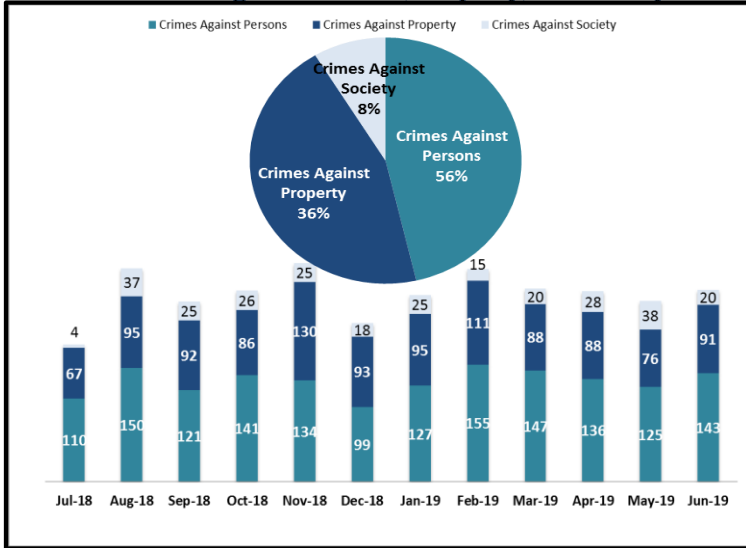
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

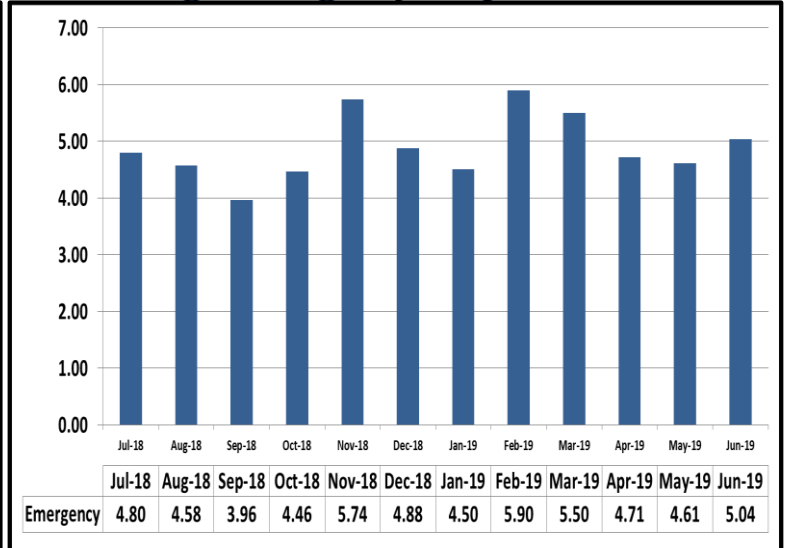
JUNE 2019

Attachment C

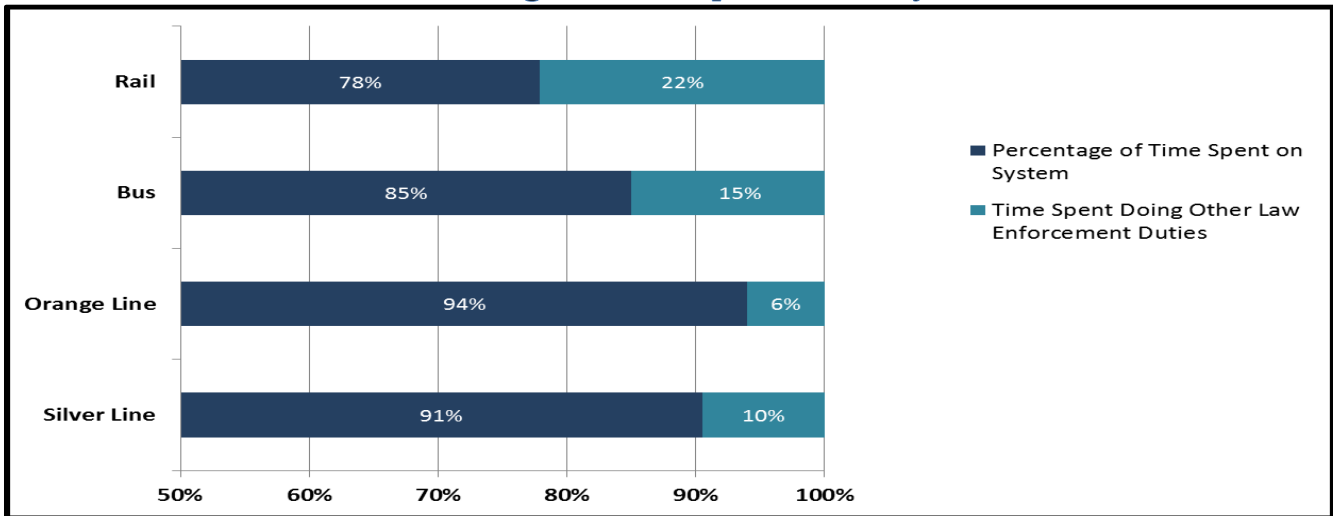
Crimes Against Persons, Property, and Society



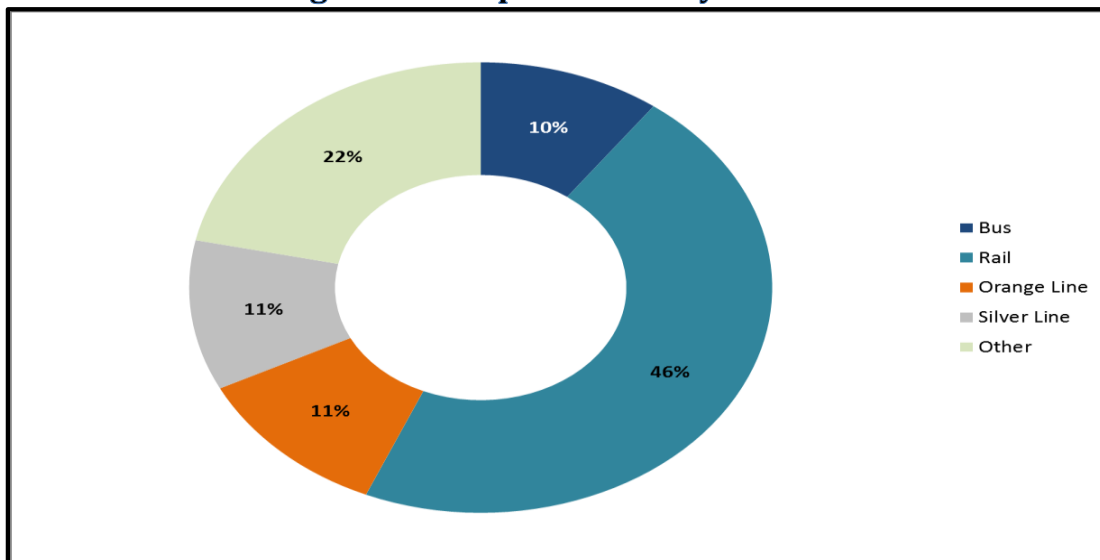
Average Emergency Response Times



Percentage of Time Spent on the System



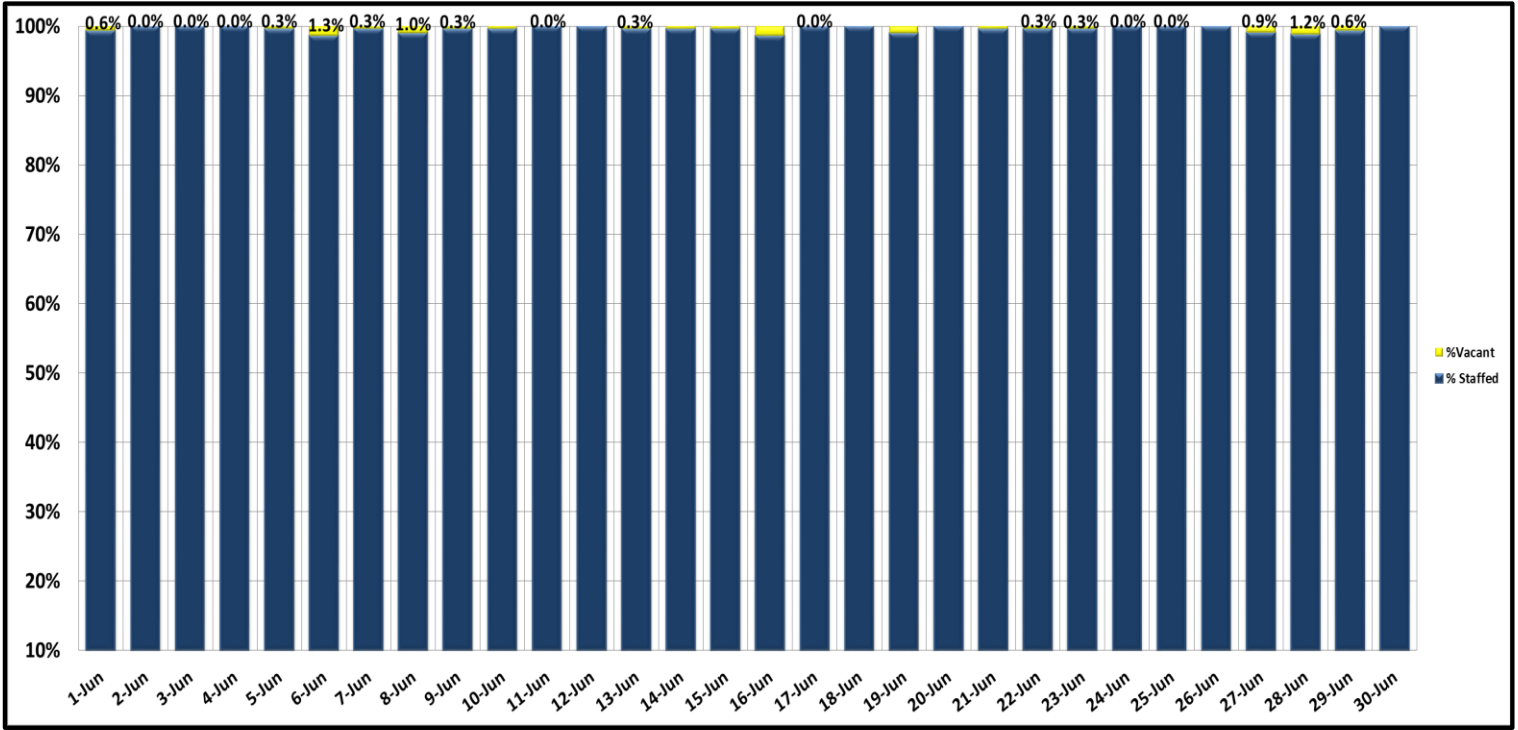
Percentage of Time Spent on the System as a Whole



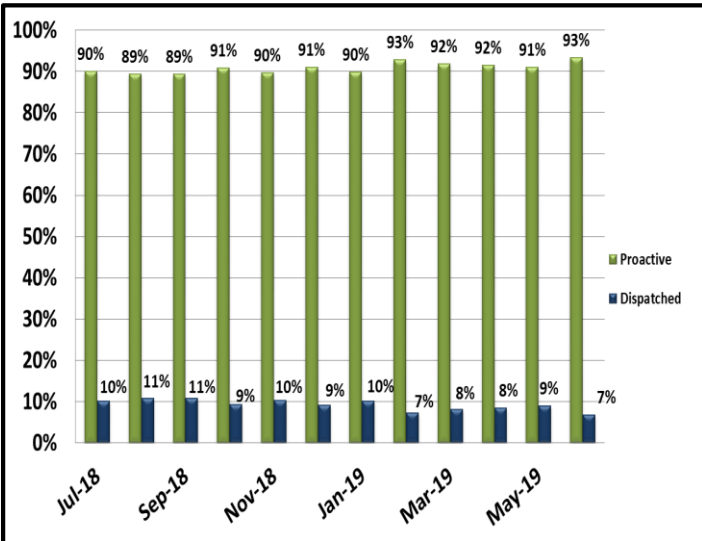
KEY PERFORMANCE INDICATORS

JUNE 2019

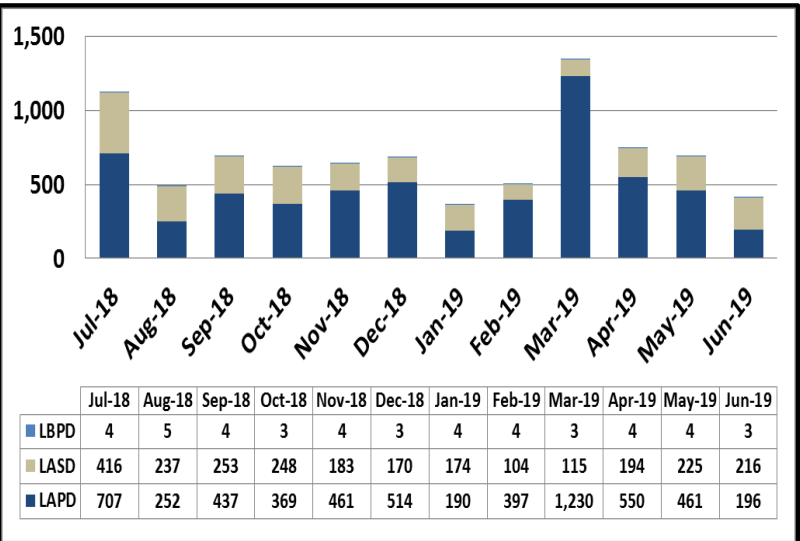
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations June:

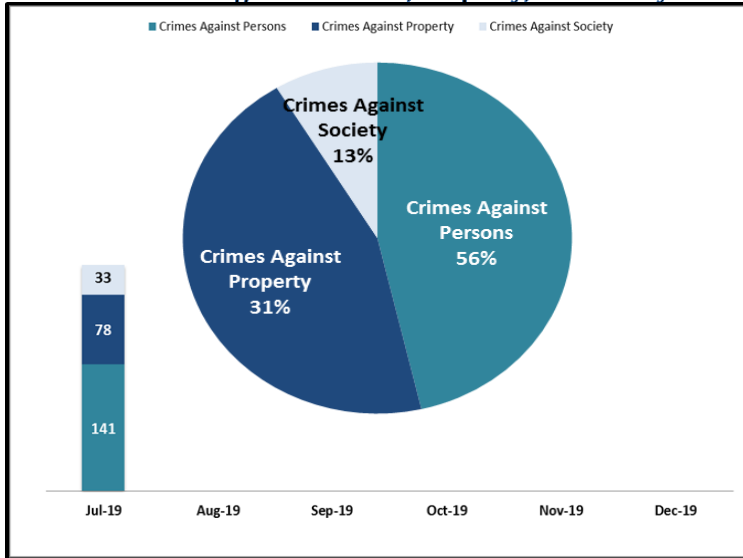
1. Blue Line Stations (93)
2. Expo Line Stations (147)
3. Gold Line Stations (175)

KEY PERFORMANCE INDICATORS

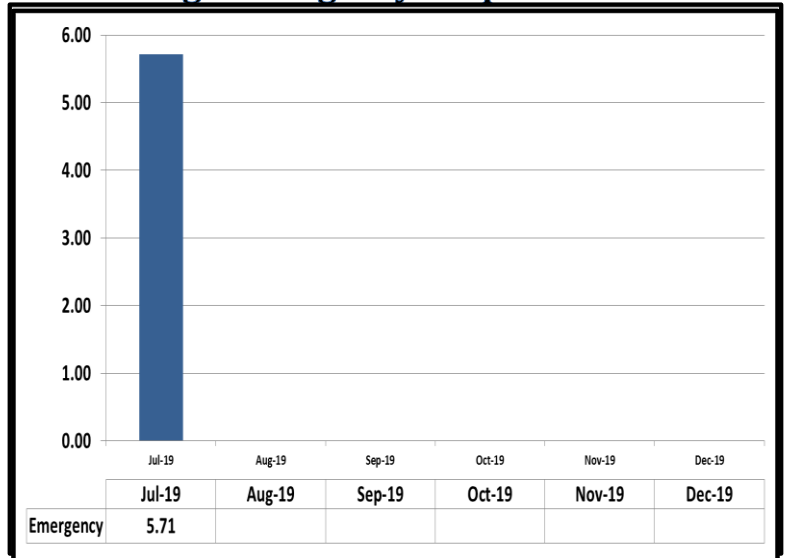
JULY 2019

Attachment C

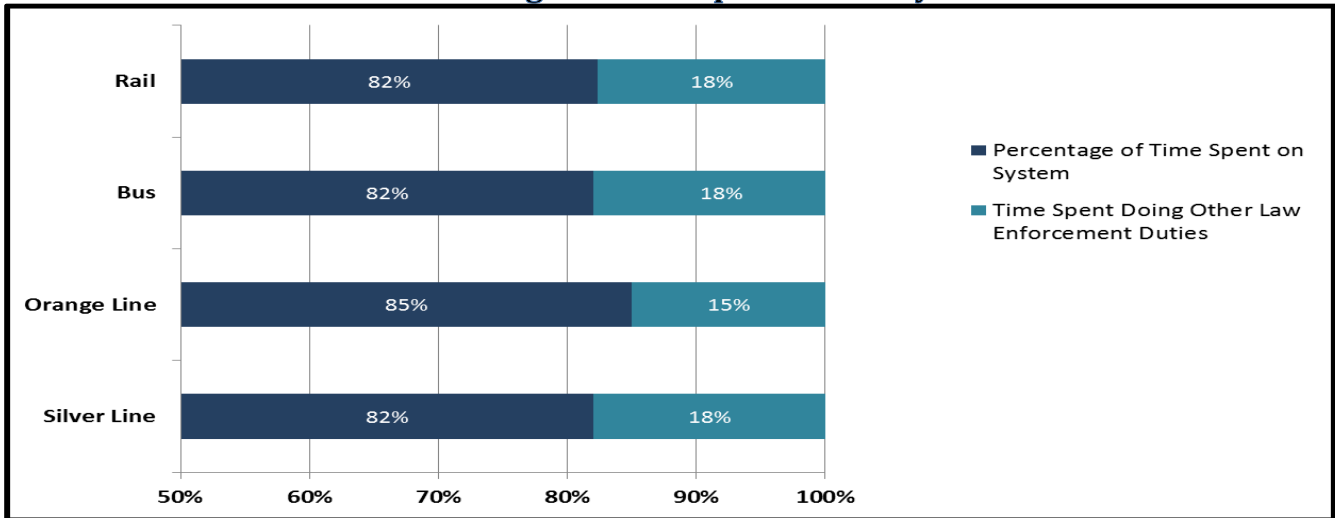
Crimes Against Persons, Property, and Society



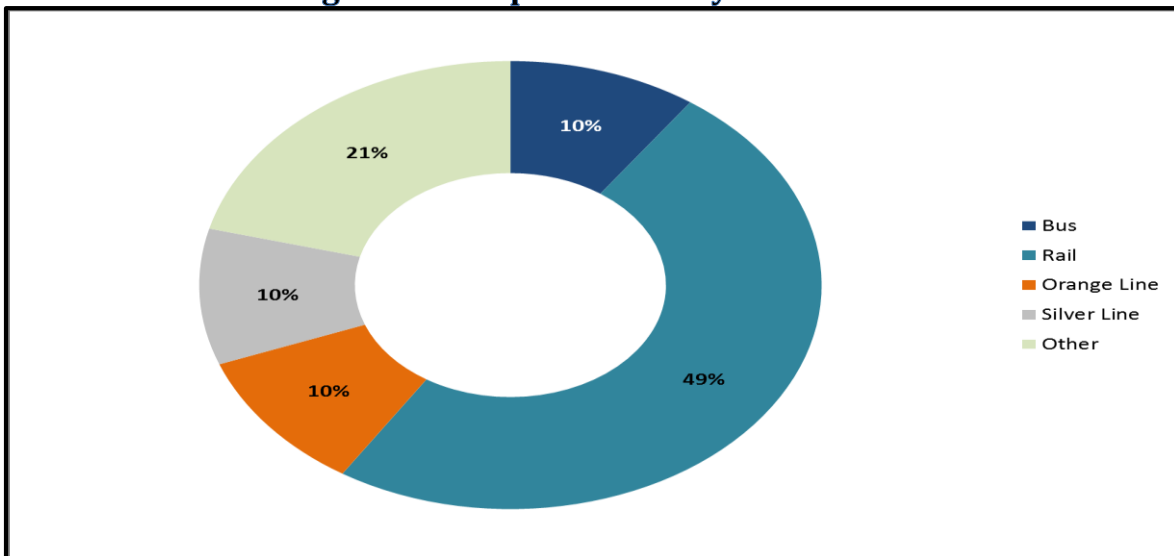
Average Emergency Response Times



Percentage of Time Spent on the System



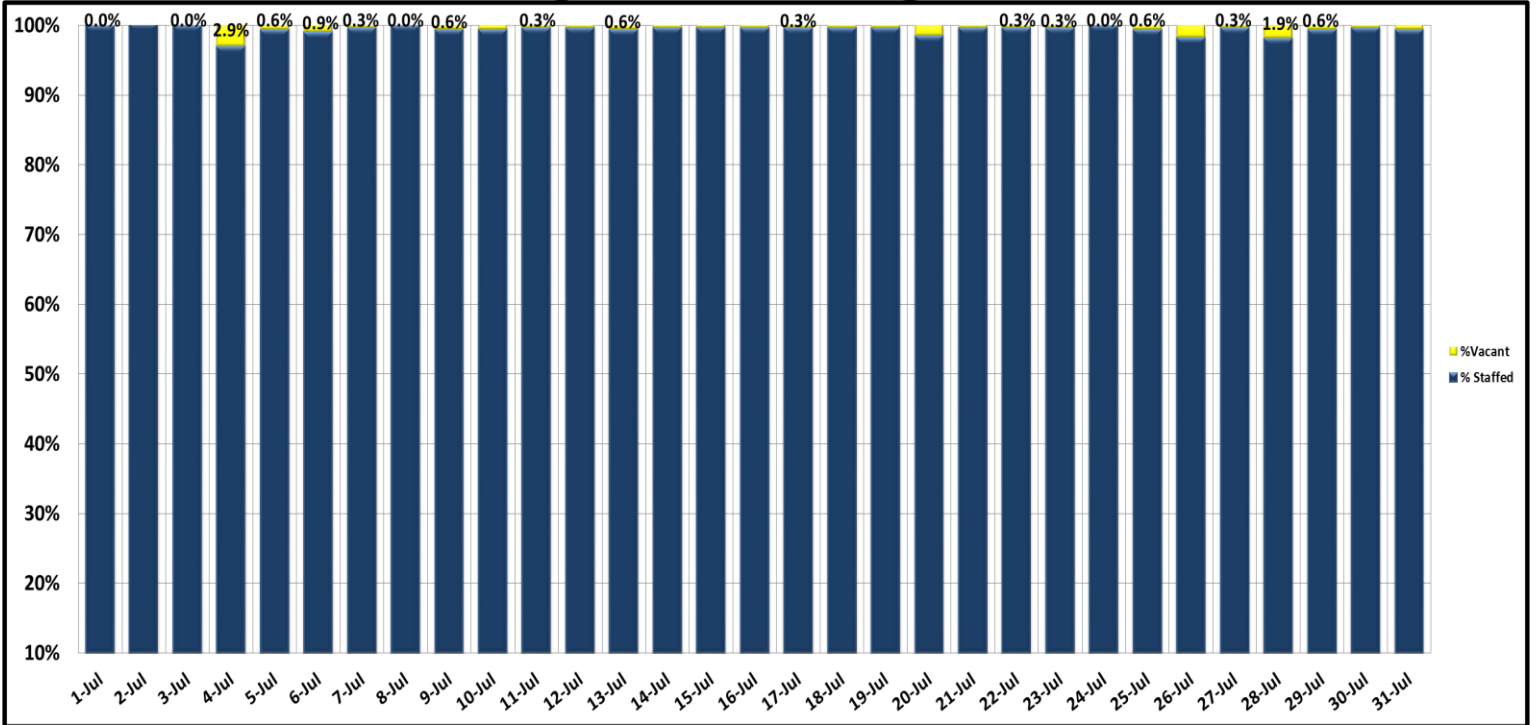
Percentage of Time Spent on the System as a Whole



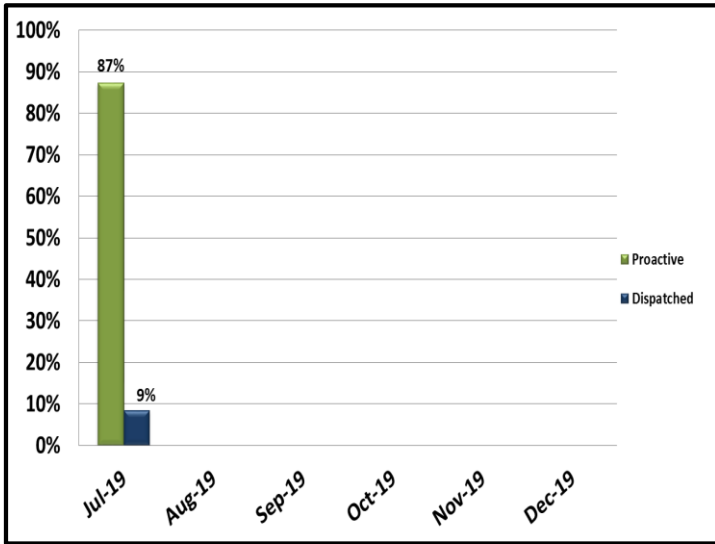
KEY PERFORMANCE INDICATORS

JULY 2019

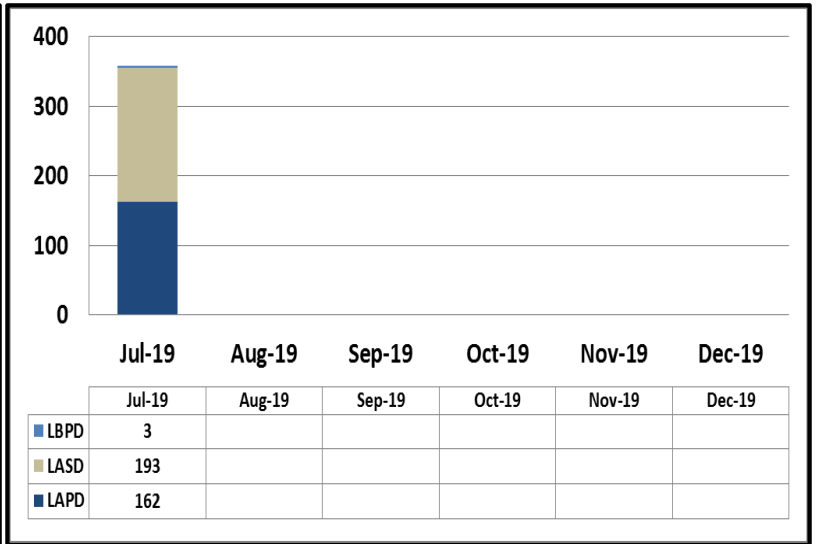
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (68)
2. Expo Line Stations (45)
3. Gold Line Stations (245)

Transit Police

Monthly Crime Report



Attachment D

	2018	2019
	June	June
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	0
Robbery	32	15
Aggravated Assault	23	24
Aggravated Assault on Operator	1	0
Battery	63	89
Battery Rail Operator	3	6
Sex Offenses	16	9
SUB-TOTAL	139	143
CRIMES AGAINST PROPERTY		
Burglary	2	1
Larceny	100	59
Bike Theft	7	7
Motor Vehicle Theft	5	1
Arson	0	0
Other	0	0
Vandalism	10	23
SUB-TOTAL	124	91
CRIMES AGAINST SOCIETY		
Weapons	8	1
Narcotics	19	14
Trespassing	3	5
SUB-TOTAL	30	20
TOTAL	293	254
ENFORCEMENT EFFORTS		
Arrests	252	393
Citations	1,492	1,556
Fare Checks	276,014	65,115
Calls for Service	890	1,164

Transit Police

Monthly Crime Report



Attachment D

	2018	2019
	July	July
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	0	0
Robbery	36	22
Aggravated Assault	29	22
Aggravated Assault on Operator	2	1
Battery	64	69
Battery Rail Operator	2	9
Sex Offenses	8	17
SUB-TOTAL	141	141
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	68	51
Bike Theft	11	11
Motor Vehicle Theft	4	2
Arson	0	0
Other	0	0
Vandalism	13	13
SUB-TOTAL	97	78
CRIMES AGAINST SOCIETY		
Weapons	6	7
Narcotics	18	18
Trespassing	4	8
SUB-TOTAL	28	33
TOTAL	266	252
ENFORCEMENT EFFORTS		
Arrests	248	461
Citations	1,880	4,723
Fare Checks	214,093	56,288
Calls for Service	1,085	1,197

July 2019 Transit Policing Performance Summary 2019-0559

September 12, 2019

**Operations, Safety, and Customer Experience Committee
Executive Management Committee**



July 2019

Systemwide Activity

	2018	2019
	July	July
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	0	0
Robbery	36	22
Aggravated Assault	29	22
Aggravated Assault on Operator	2	1
Battery	64	69
Battery Rail Operator	2	9
Sex Offenses	8	17
SUB-TOTAL	141	141
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	68	51
Bike Theft	11	11
Motor Vehicle Theft	4	2
Arson	0	0
Other	0	0
Vandalism	13	13
SUB-TOTAL	97	78
CRIMES AGAINST SOCIETY		
Weapons	6	7
Narcotics	18	18
Trespassing	4	8
SUB-TOTAL	28	33
TOTAL	266	252
ENFORCEMENT EFFORTS		
Arrests	248	461
Citations	1,880	4,723
Fare Checks	214,093	56,288
Calls for Service	1,085	1,197

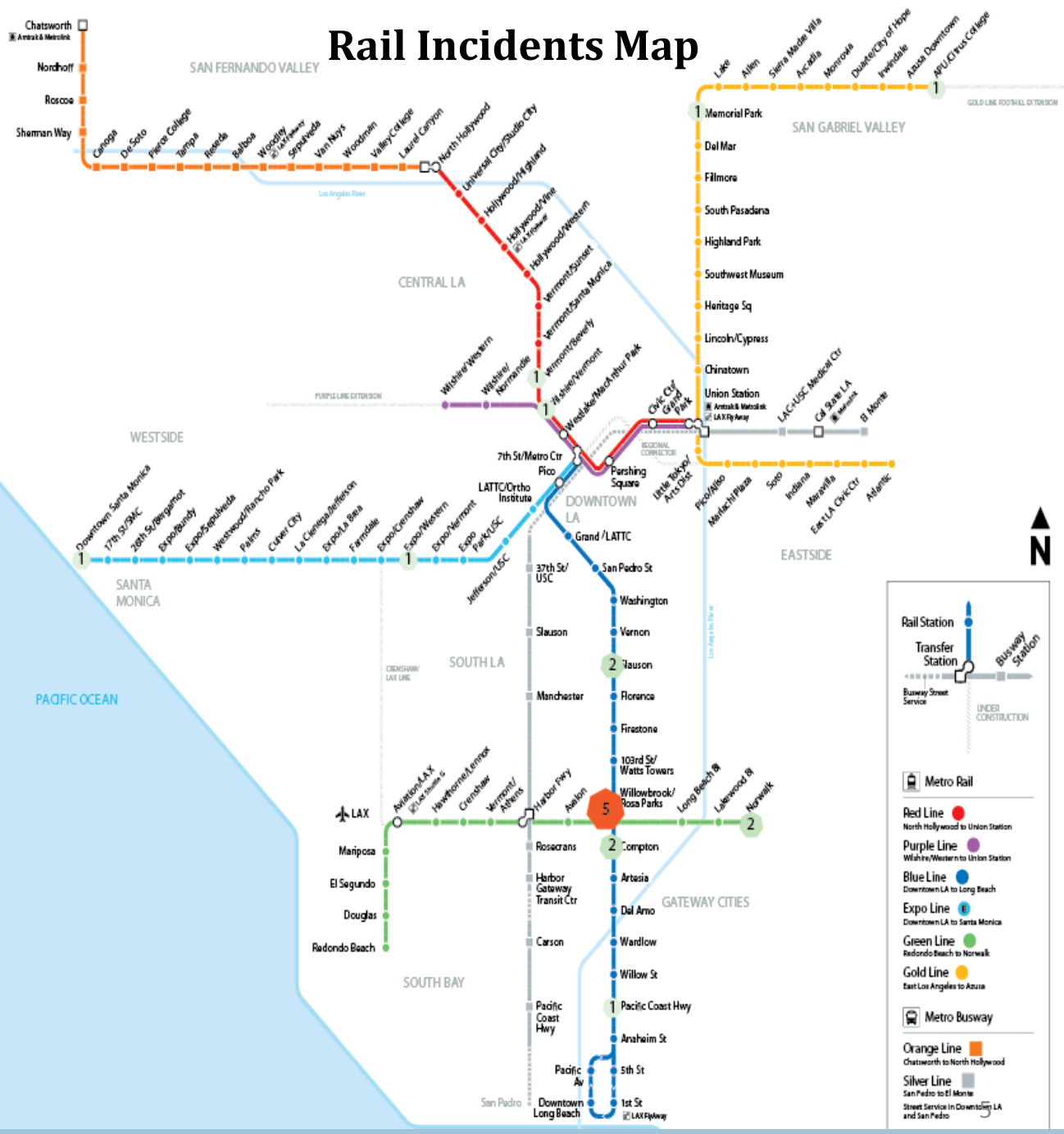
Crimes Against Society – July 2019

Rail Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	5
Narcotics	10
Trespassing	3
SUB-TOTAL	18

Bus Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	2
Narcotics	8
Trespassing	2
SUB-TOTAL	12



July 2019

Homeless not Hopeless

- **PATH & LAPD HOPE Success Stories**
- **Faith Leader Survey**
- **ESRI Mapping Tool**

July 2019

Emergency Management

- **Outreach and Preparedness:** In response to the July 4th & 5th Ridgecrest earthquakes, provided emergency preparedness and earthquake response materials to employees and LA County Supervisors' Offices upon request.

July 2019

Emergency Management

- **July 11th Full Scale Exercise** : Tunnel Fire at the Red Line North Hollywood Station
- **Scenario:** Fire erupts on the train as it pulls into the station
- **Participating Agencies:** LAPD & LAFD; Red Line Rail Transportation, MOW, Rail Operations Control



Board Report

File #: 2019-0547, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 19, 2019

SUBJECT: METRO'S PHOTO ENFORCEMENT PROGRAM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award an eight-year, firm fixed price Contract No. PS60032000, to Redflex Traffic Systems, Inc., for Photo Enforcement Program Services in an amount not to exceed \$25,385,196, effective October 1, 2019, subject to resolution of protest(s), if any; and
- B. TERMINATING Contract No. PS68103079 with Conduent State & Local Solutions, Inc. once all operations, maintenance and citation processing have been transitioned to the new awarded contractor Redflex.

ISSUE

In November 2013, the Board approved award of Contract No. PS68103079 with Conduent State & Local Solutions, Inc. (Conduent), formerly Xerox State and Local Solutions, Inc., for a period of eight years, inclusive of two, two-year options, starting July 1, 2014, for photo enforcement services. The Contract was executed for an eight-year term, inclusive of both options, expiring on June 30, 2022.

In June 2018, staff returned to the Board to exercise the first two-year option. During the June 2018 Executive Management Committee meeting, staff explained that while the project was 50% complete, Conduent's SBE attainment was only 12.55% (later corrected to 9.7%). This shortfall was attributed to Conduent self-performing the work of a listed and approved SBE subcontractor. Conduent conceded that the scope committed to its subcontractor had been self-performed for the first four years of the contract term by Conduent's own workforce without advisement or prior approval by Metro, as contractually required. Thus, a motion by Director Dupont-Walker to amend staff's recommendation and allow a six-month extension for this contract and re-evaluate Conduent's performance in six months on meeting the SBE commitment was approved. Subsequently at the Board Meeting, staff updated the recommended action to authorize the Chief Executive Officer to negotiate and execute necessary modifications to Contract PS68103079 with Conduent for Red Light Photo Enforcement installation and maintenance services and to return to the Board no later than

January 2019 with a recommendation to immediately re-procure if Conduent fails to substantially mitigate its SBE underpayments, or to recommend awarding the balance of the first two-year option if Conduent materially remediates its first four years of SBE payment shortfall.

In January 2019, staff returned to the Board to provide an update of the Metro’s Photo Enforcement Program. Conduent had shown improvements in the SBE participation from 9.71% in June 2018 to 12.14% in November 2018 against the overall contract commitment of 23.4%. The attributed factor to the shortfall of the SBE commitment is the pending issue of Conduent’s proposed SBE subcontractor substitution, which as of the date of this report has not been resolved. Metro staff have continued to work closely with the Contractor on this matter since June 2018.

Beginning in July 2018, staff has been meeting with Conduent monthly to monitor their SBE remediation plan for a period that extended beyond the planned end date of December 2018. The matrix below shows the Contract cumulative SBE participation through June 2019.

Jun-18 (BASE*)	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
9.71%	9.83%	9.95%	10.61%	11.77%	12.14%	17.40%

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
17.30%	17.10%	17.70%	17.70%	18.10%	17.85%

*Adjusted per Conduent’s August 2, 2018 correction

As of June 30, 2019, the last month for which data is available for this report, the overall Project-to-Date Small Business Utilization Rate is 17.85% up 8.14% from the adjusted participation of 9.71% on June 30, 2018.

However, staff is concerned, based on the departure of its original SBE subcontractor, LA Signal, that Conduent will not meet its SBE commitment of 8.1% to LA Signal. As of the date of this report, the proposed SBE subcontractor substitution has not been resolved, which will continue to impact Conduent’s overall compliance target (23.4%).

Labor Wage and Retention Programs Update

In addition to the on-going SBE participation shortfall, Metro’s Labor Wage & Retention Programs (LWRP) unit received a letter dated November 16, 2018, from Conduent stating that this photo enforcement contract is a service contract and is not subject to federal or state prevailing wages. LWRP had previously submitted the scope of work for this contract to the Department of Industrial Relations (DIR) for review. On November 21, 2018, Metro received a response from the DIR stating that work related to installation and maintenance of the photo enforcement cameras, and graffiti removal is subject to prevailing wage requirements. Citing the letter from the DIR, as well as the

solicitation documents for the contract, Metro responded to Conduent's letter on November 29, 2018, informing the firm that prevailing wages for the above type of work were applicable to the contract and that all certified payrolls and supporting documents are required to be submitted to Metro's Labor Wage & Retention Programs unit. Conduent failed to submit the requested documents.

As of the date of this report, Conduent acquiesced to the prevailing wage requirements and is in the process of making restitution payments to its workers and providing the requested documentation from November 2018.

Consequently, for the above reasons, staff initiated a re-solicitation effort in November 2018. Staff continues to work with and monitor Conduent and its existing subcontractors in resolving outstanding issues to avoid a disruption in photo enforcement services.

Also, as a result of the competitive procurement (RFP No. PS60032) process in January 2019, staff completed the evaluation of the proposals received and determined Redflex offers Metro the best value for photo enforcement services.

BACKGROUND

Metro is a leader in the utilization of Intelligent Transportation Systems technologies aimed at mitigating train/vehicle and bus/vehicle accidents. Through support from Federal, State, and local programs, Metro has been able to develop and implement a successful safety improvement program. The safety program is made up of four elements: engineering, education, enforcement, and legislation. One of the prominent enforcement elements is the utilization of photo enforcement cameras at both rail grade crossings and Busway intersections. Citations are currently issued on the Metro Blue, Gold, Orange and Expo Lines.

DISCUSSION

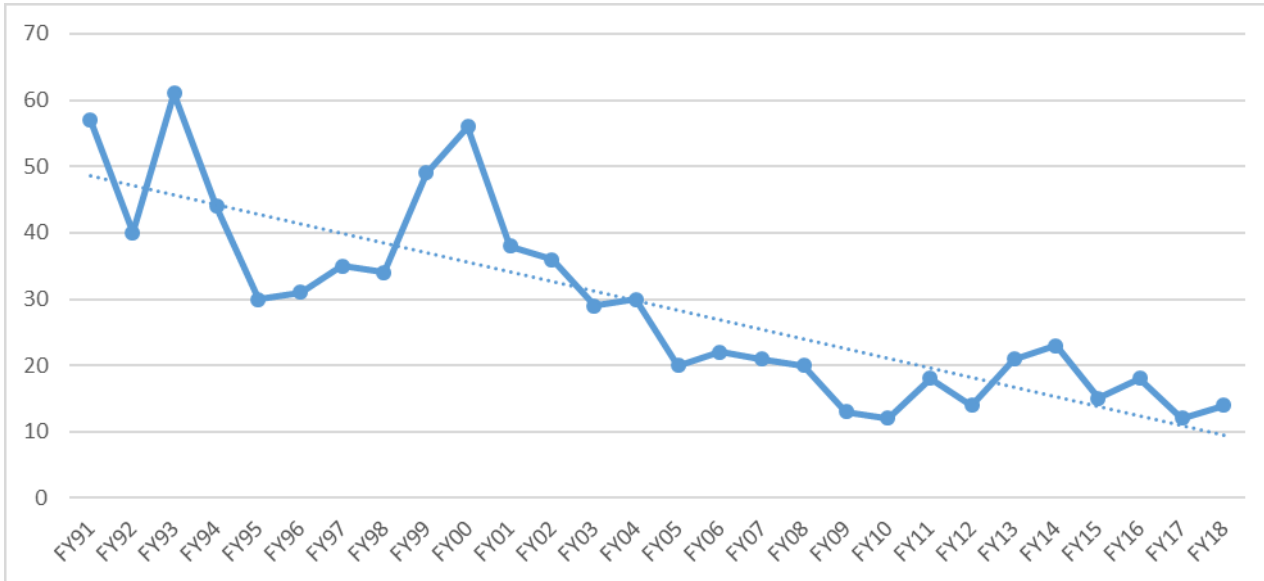
Findings

The purpose of installing automated enforcement systems is to reduce dangerous driving behaviors and resulting collisions through deterrence and through the elimination of recidivism.

This program also supports our objectives to reduce collisions with our vehicles directly, reduce employee injuries and claims, and reduce the costs of litigation, damage to our real property and vehicles, reputation damage, disruption to our passengers and the opportunity costs of Metro employees and first responders who manage the incident and post-incident activities. The number of vehicular collisions on the MBL peaked in Metro's fiscal year 1993 at 61 collisions. For the fiscal year concluded in 2018, the number of vehicle collisions on the MBL fell to just 14, a 77% decline. This reduction in the aggregate number of vehicular collisions on the MBL is despite the addition of significantly more frequent service on the MBL since 1993, as well as substantially more vehicles crossing our rights-of-way driven by population growth. A graphical depiction of the MBL vehicular collision trend is shown below (Figure 1).

Figure 1

MBL Gated and Non-Gated Intersection Accidents



DETERMINATION OF SAFETY IMPACT

By continuing with the Photo Enforcement Program, Metro further enhances the safety of the public, patrons, and employees.

FINANCIAL IMPACT

The funding for nine (9) months of \$4.1 million for the new contract is not included in the FY20 budget. Funds required to cover these costs will be addressed by fund reallocations in FY20 to cost center 6810, Corporate Safety, under projects 300022 (Rail Operations - Blue Line), 300055 (Gold Line), 300066 (Rail Operations - Expo Line) and 301012 (Metro Orange Line). Since this is a multi-year contract, the Project Manager and the Chief Risk, Safety, and Asset Management Officer will be accountable for budgeting the cost in future years under the new contract. Approximately \$2.1 million was expended on photo enforcement services in FY19.

Impact to Budget

The current year funding for this action are bus and rail operations eligible and include fares and sales tax revenues. No other sources of funds were considered for this activity because the services exclusively support bus and rail operations under the new contract. This activity will result in an increase to operating costs from the prior fiscal year.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal # 3. With the photo enforcement program in place,

Metro enhances community and lives by increasing safety awareness, minimizing potential accidents, and mitigating hazards associated with risky driving behavior at grade crossings.

ALTERNATIVES CONSIDERED

Continue with the current contract through June 30, 2022. This alternative is not recommended since Conduent continues to struggle to comply with Metro's contractual requirements and Metro will be required to expend an extraordinary effort to monitor the firm's activities to ensure compliance.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS60032000 with Redflex Traffic Systems, Inc. for photo enforcement services, effective October 2019 and will begin work on the transition to the new contractor including termination of the current Contract with Conduent State and Local Solutions, Inc.

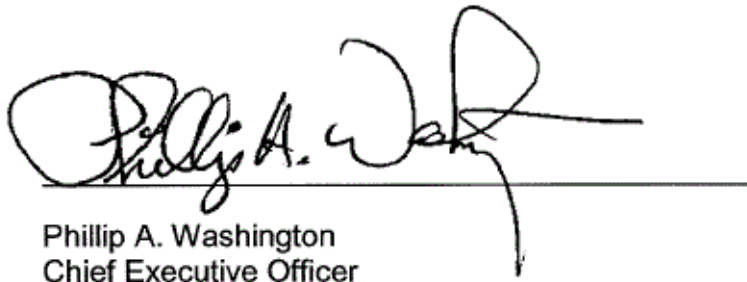
ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Abdul Zohbi, Manager, Systems Safety, (213) 922-2114

Reviewed by: Vijay Khawani, Interim Chief Risk, Safety and Asset Management Officer, (213) 922-4035

Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

PHOTO ENFORCEMENT PROGRAM/PS60032000

1.	Contract Number: PS60032000	
2.	Recommended Vendor: Redflex Traffic Systems, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: January 16, 2019	
	B. Advertised/Publicized: January 16, 17, and 22, 2019	
	C. Pre-Proposal Conference: February 6, 2019	
	D. Proposals Due: April 4, 2019	
	E. Pre-Qualification Completed: May 23, 2019	
	F. Conflict of Interest Form Submitted to Ethics: April 10, 2019	
	G. Protest Period End Date: September 23, 2019	
5.	Solicitations Picked up/Downloaded: 41	Bids/Proposals Received: 2
6.	Contract Administrator: Victor Zepeda	Telephone Number: (213) 922-1458
7.	Project Manager: Abdul Zohbi	Telephone Number: (213) 922-2114

A. Procurement Background

This Board Action is to approve Contract No. PS60032000 issued in support of Metro's Photo Enforcement Program. Board approval of contract awards are subject to resolution of any properly submitted protest.

On January 17, 2019, staff provided an update to the Board on the existing Contract No. PS68103079, as requested by Director Dupont-Walker's motion, for an assessment of Conduent's efforts to remedy their SBE shortfall through December 2018. Staff reported that Conduent was still not meeting its SBE commitment and was not in compliance with the Labor Compliance/Prevailing Wage reporting requirements under the Contract. For these aforementioned reasons, staff initiated a re-solicitation effort in November 2018 resulting in the issuance of a Request for Proposals (RFP) in January 2019.

RFP No. PS60032 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The RFP was issued with a DBE goal of 23%.

The period of performance is eight years from October 2019 to September 2027.

A Pre-Proposal Conference was held on February 6, 2019, with 15 attendees representing nine companies.

Four amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on January 23, 2019, clarified Prevailing Wages Requirements;
- Amendment No. 2, issued on February 13, 2019, extended the due date from February 27 to March 13, 2019;
- Amendment No. 3, issued on February 22, 2019, extended the due date from March 13 to April 4, 2019; and,
- Amendment No. 4, issued on April 30, 2019, requested from the Proposers an option cost proposal for physically inspecting equipment five days per week, instead of one day per week.

Metro received two proposals on the due date of April 4, 2019, as follows in alphabetical order:

1. Conduent State & Local Solutions, Inc. (Conduent)
2. Redflex Traffic Systems, Inc. (Redflex)

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of representatives of law enforcement from the Los Angeles Sheriff Department and Metro’s Safety department were convened and conducted a comprehensive technical evaluation of the proposals received.

Proposals were evaluated based on the following minimum qualifications and evaluation criteria and weights. As stated in the RFP, only those proposers that met all the Minimum Qualification requirements progressed to the weighted criteria evaluation.

Minimum Qualifications:

1. Minimum of two years’ experience specific to rail road photo enforcement at gated crossings.
2. Minimum of five years’ general photo enforcement experience.
3. Experience enforcing a red light photo enforcement system in California and familiar with all applicable state laws and regulations.
4. Have or agree to have a local office in the Los Angeles County area or agreed to establish a local office within 60 days of Notice of Award.

Evaluation Criteria:

1. Firm (Prime) Experience	20 percent
2. Personnel Experience	20 percent
3. Work Plan and Project Master Schedule	20 percent
4. DBE Contracting Outreach and Mentoring Plan (COMP) Approach	4 percent
5. Price	<u>36</u> percent
Total	100 percent

The evaluation criteria are appropriate and consistent with criteria developed for other, similar program management services. Several factors were considered when developing these weights, giving the greatest importance to non-price factors.

Both proposals were determined to be within the competitive range and advanced for further evaluation.

The PET determined that proposals provided sufficient information to evaluate the firms without the need for interviews. The proposals demonstrated the firm’s experience relative to design, installation, and operations and maintenance tasks as required by the RFP.

Qualifications Summary of Firms within the Competitive Range:

Conduent

The photo enforcement division of Xerox, now Conduent, has provided services in California since 1994. Conduent has a local presence with an office in downtown Los Angeles, has worked with Metro since 1994, and has a nationwide presence with programs in Colorado, Delaware, Illinois, and Florida. As the incumbent operating 103 camera systems on Metro’s existing program, Conduent’s proposed management, technical, and maintenance personnel offer system continuity.

Redflex

Redflex is headquartered in Phoenix, Arizona and has been in business since 1987 with a long history of providing photo enforcement services in the US and internationally. Redflex has provided local photo enforcement services for over 21 years to the Cities of Culver City, Hawthorne, Commerce, and Montebello, as well as in other states such as Arizona and Texas. Redflex has a local office located in Culver City. Redflex proposed an experienced technical and project management team and its proposed system was deemed technically qualified.

Both firms were evaluated based on minimum qualifications and weighted criteria. Conduent and Redflex both demonstrated that they met or exceeded Metro’s minimum qualifications.

The following is a summary of the PET’s evaluation scores:

1	Firm	Average Score	Factor Weight (Points)	Weighted Average Score	Rank
2	Redflex				
3	Firm (Prime) Experience	93.33	20.00%	18.67	
4	Personnel Experience	93.33	20.00%	18.67	
5	Work Plan and Project Master Schedule	96.67	20.00%	19.33	

6	DBE COMP Approach	100.00	4.00%	4.00	
7	Price	100.00	36.00%	36.00	
8	Total		100.00%	96.67	1
9	Conduent				
10	Firm (Prime) Experience	90.67	20.00%	18.13	
11	Personnel Experience	95.56	20.00%	19.11	
12	Work Plan and Project Master Schedule	98.33	20.00%	19.67	
13	DBE COMP Approach	75.00	4.00%	3.00	
14	Cost	71.46	36.00%	25.73	
15	Total		100.00%	85.64	2

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate competition, technical evaluation, clarifications, price analysis, and ICE.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Redflex	\$25,517,634.26	\$24,641,400	\$25,385,195.51
2.	Conduent	\$35,708,986.45		N/A

D. Background on Recommended Contractor

The recommended firm, Redflex, has been in business for 21 years and has provided local photo enforcement services to the Cities of Culver City, Hawthorne, Commerce, and Montebello, as well as in other States such as Arizona and Texas. Redflex's has a local office in Culver City where it serves as a processing center as well as a hub for field service technicians.

DEOD SUMMARY

PHOTO ENFORCEMENT PROGRAM/PS60032000

A. Small Business Participation PS60032000

The Diversity and Economic Opportunity Department (DEOD) established a 23% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Redflex Traffic Systems, Inc. exceeded the goal by making a 29.61% DBE commitment.

Small Business Goal	23% DBE	Small Business Commitment	29.61% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Full Traffic Maintenance, Inc.	Hispanic American	0.79%
2.	Morgner Construction Management	Hispanic American Female	23.90%
3.	V&A, Inc.	Hispanic American	4.92%
	Total DBE Commitment		29.61%

Contracting Outreach and Mentoring Plan

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP), which included its plan to mentor two DBE firms for protégé development. The selected protégés are Morgner Construction Management and V&A, Inc.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

**Board Report**

File #: 2019-0632, **File Type:** Contract**Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 19, 2019****SUBJECT: SPACE PLANNING/INSTALLATION SERVICES AND FURNITURE****ACTION: APPROVE CONTRACT MODIFICATIONS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS28069-2000 to exercise the two, one-year options with M3 Office, Inc. for Space Planning/Installation Services and Furniture, in the amount of \$2,000,000 increasing the not-to-exceed total contract value from \$5,000,000 to \$7,000,000 and extending the contract term to March 31, 2022.

ISSUE

This Contract is for a full-service Herman Miller furniture dealer to provide furniture, space planning, and installation services for all Metro's facilities, including new operating facilities and the Gateway Headquarters building. The three-year base period for this Contract with M3 Office Inc. (M3) will expire on March 31, 2020.

To continue providing the furniture planning and installation services, a Contract Modification is required to exercise both of the two, one-year options, extending the period of performance through March 31, 2022.

DISCUSSION

On March 23, 2017, Metro awarded a five-year indefinite-delivery/indefinite quantity contract to M3 in the amount not-to-exceed \$7,000,000 inclusive of two, one-year options. M3 was awarded the Contract with a base term from April 1, 2017 to March 31, 2020.

This contract is a master agreement for space planning, furniture acquisition and installation for existing facilities, and for new facilities when advantageous. The contract type is indefinite delivery/indefinite quantity, which secures favorable pricing for the contract term to meet future space planning and furniture requirements. The contract includes a 4.12% commitment of DBE participation. Based on our assessment of current industry conditions, pricing has not improved since the contract was awarded and Metro is unlikely to get a better deal than we have now.

We are returning to the Board for authorization to exercise both option years. Staff has determined

that expenditures over the remaining life of this contract will continue as anticipated due to Metro growth-related projects.

It is our ongoing sustainability practice to reuse existing furniture that is in good condition before buying new furniture. Standardization of systems furniture provides the ability to reuse components whenever possible to save money and contribute to Metro's environmental goals.

DETERMINATION OF SAFETY IMPACT

Replacing furniture that has reached the end of its useful life with more ergonomically appropriate furniture will improve employee safety.

FINANCIAL IMPACT

The funding of \$1,000,000.00 for these services is included in the FY20 budget in Cost Center 6430 (General Services) under project 100090 Gateway Building Cost.

Since this is a multi-year contract, the cost center manager and Chief Human Capital & Development Officer will be accountable for budgeting the cost in future years, including any option exercised.

Impact to Budget

The source of funds for project 100090 is Federal, State, and local revenues that are eligible for these services.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro's Strategic Plan Goal 5 to provide responsive, accountable and trustworthy governance within the Metro Organization which will foster and maintain a strong safety culture. By replacing furniture that has reached the end of its useful life with more ergonomically appropriate furniture, we will improve the safety of our patrons and employees.

ALTERNATIVES CONSIDERED

The Board may decide not to exercise this contract option and direct staff to engage in a new competitive procurement to meet Metro's space planning and furniture requirements. This alternative has not been recommended because it is unlikely that a new procurement will result in more favorable pricing than the current contract.

NEXT STEPS

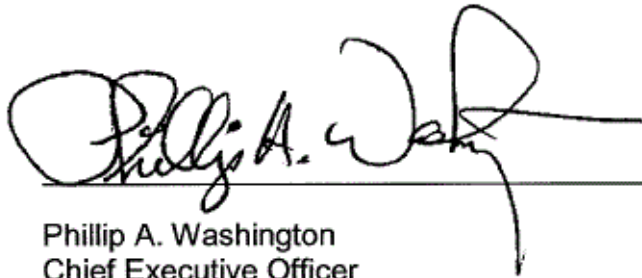
Upon approval by the Board, staff will execute Contract Modification No. 1 with M3 Office, Inc. for Space Planning-Installation Services and Furniture, to exercise the two, one-year options and extend the period of performance through March 31, 2022.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

Prepared by: Steve Jaffe, Deputy Executive Officer, General Services
(213) 922-6284

Reviewed by: Joanne Peterson, Chief Human Capital & Development Officer
(213) 418-3088
Debra Avila, Chief Vendor/Contract Management Officer
(213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

SPACE PLANNING/INSTALLATION SERVICES AND FURNITURE / PS28069-2000

1.	Contract Number: PS28069-2000		
2.	Contractor: M3 Office, Inc.		
3.	Mod. Work Description : Exercise Option Years 1 and 2		
4.	Contract Work Description Provide furniture, space planning, and installation services for all Metro facilities, including new operating facilities and the Gateway Headquarters building.		
5.	The following data is current as of: 8/16/19		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	3/23/17	Contract Award Amount: \$5,000,000
	Notice to Proceed (NTP):	5/17/17	Total of Modifications Approved: \$0
	Original Complete Date:	3/31/20	Pending Modifications (including this action): \$2,000,000
	Current Est. Complete Date:	3/31/20	Current Contract Value (with this action): \$7,000,000
7.	Contract Administrator: Antwaun Boykin		Telephone Number: (213) 922-1056
8.	Project Manager: Paul Gomez		Telephone Numbers: (213) 922-6762

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 to Contract No. PS28069-2000 with M3 Office, Inc. for the continuation of furniture, space planning, and installation services for all Metro facilities, including new operating facilities and the Gateway Headquarters building, by exercising the first and second option years in an amount not to exceed \$2,000,000 and extending the period of performance to March 31, 2022.

This contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery/Indefinite Quantity.

On March 23, 2017, the Board approved a five-year, indefinite-delivery/indefinite quantity contract, inclusive of two, one-year options to M3 Office, Inc., the lowest responsive and responsible bidder, to provide furniture, space planning, and installation services for all Metro facilities, including new operating facilities and the Gateway Headquarters building.

Refer to Attachment B – Contract Modification/Change Order Log.

B. Cost/Price Analysis

The recommended price for the option years has been determined to be fair and reasonable based upon rates that were evaluated and established as part of the current contract awarded on March 23, 2017.

The rates set forth in this contract are comparable to GSA discounts given to other government agencies. The rates for these option years are the same rates the firm has charged Metro during the initial three-year base term, with no increase. Therefore, exercising the options is in the best interest of Metro. The Contract was a result of a competitive IFB in which the option years were evaluated, and award was made to the lowest responsive, responsible bidder.

OPTION YEAR AMOUNT	METRO ICE	MODIFICATION AMOUNT
\$2,000,000	\$2,000,000	\$2,000,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

SPACE PLANNING/INSTALLATION SERVICES AND FURNITURE / PS28069-2000

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Exercise Option Years 1 and 2	Pending	Pending	\$2,000,000
	Modification Total:			\$2,000,000
	Original Contract:		3/23/17	\$5,000,000
	Total:			\$7,000,000

DEOD SUMMARY

SPACE PLANNING/INSTALLATION SERVICES AND FURNITURE / PS28069-2000

A. Small Business Participation

M3 Office Inc. (M3) made a 4.12% Disadvantaged Business Enterprise (DBE) commitment. The project is 69% complete and the current participation is 1.45%, which is a 2.67% DBE shortfall. As part of its shortfall mitigation strategy, M3’s plan included an executed sales order awarded to Décor Interior Design (Décor) in July 2019. Once the work is completed and Décor has been paid, M3’s DBE participation will be 5.80%, which will exceed M3’s DBE commitment on this contract, thus eliminating the shortfall. M3 expects the shortfall to be completely mitigated by November 2019. M3 also committed to utilizing Décor to provide design and delivery assistance on future sales orders to ensure they continue to meet their commitment on this contract.

Notwithstanding, Metro Project Managers and Contract Administrators, will work in conjunction with DEOD to ensure that M3 is on schedule to meet or exceed its DBE commitment. If M3 is not on track to meet its small business commitment, Metro staff will ensure that M3 submits an updated mitigation plan. Additionally, key stakeholders associated with the contract have been provided access to Metro’s tracking and monitoring system to ensure that all parties are actively tracking Small Business progress.

Small Business Commitment	4.12% DBE	Small Business Participation	1.45% DBE
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	DBE Subcontractors	Ethnicity (Only Applicable For DBE Contract)	% Committed	Current Participation¹
1.	Décor Interior Design	African American	4.12%	1.45%
Total			4.12%	1.45%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



Board Report

File #: 2019-0631, **File Type:** Informational Report

Agenda Number: 28.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 19, 2019**

**SUBJECT: OFFICE OF INSPECTOR GENERAL REPORTS ON THE AUDIT OF (1) THE
GRAFFITI/LANDSCAPING/TRASH MAINTENANCE ON THE GOLD AND ORANGE
LINES RIGHT-OF-WAYS AND (2) MISCELLANEOUS EXPENSES FOR THE PERIOD
OCTOBER 1, 2018 TO DECEMBER 31, 2018**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Office of Inspector General (OIG) final reports on the (1) Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways and (2) Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018.

ISSUE

The OIG periodically reports on its activities. This report covers two recent OIG Audit reports:

1. Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways
2. Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018 (required by Public Utilities Code section 130051.28(b))

BACKGROUND

Part 1. Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways:

The objectives of the audit were to determine if the trash collection and graffiti removal was effectively performed on the ROWs and if the Facilities Maintenance Department was effectively monitoring the contractors' maintenance of the ROWs to ensure that services were correctly billed.

Part 2. Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018:

This audit covered a review of Metro miscellaneous expenses for the period of October 1 to December 31, 2018. For this period, miscellaneous expenses totaled \$1,997,667.02. We selected a sample of 36 expense transactions totaling \$485,664.87 for testing.

DISCUSSION

Part 1. Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways:

We found the Gold Line and Orange Line ROWs overall were adequately maintained by the Contractors except for two issues on the Gold Line concerning a few bulky items not being picked up and paint-out graffiti not being reported to Metro. We also found a significant number of instances of noncompliance with the Gold Line contract and minor issues with the Orange Line contract that resulted in Metro being overcharged \$91,175.92 and paying \$32,809.28 in unauthorized charges for November 2018, December 2018, and January 2019 services.

Findings Included

- The Gold Line Contractor charged Metro for 15 trash/vegetation crew members when only 14 were provided,
- The Gold Line Contractor did not charge Metro for actual hours, resulting in overpayments,
- The Gold and Orange Line Contractors charged Metro for holidays services without authorization,
- The Gold Line Contractor's use of "make-up" hours resulted in Metro paying for staff twice, and
- On the Gold Line, bulky items were not removed in a timely manner, and paint-out graffiti was not reported.

Recommendations:

The report makes 17 recommendations which Metro can take to improve oversight of contractors and compliance with the contracts.

Part 2. Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018:

We found that the transactions reviewed generally complied with Metro policies, were reasonable, and were adequately supported by required documents. However, we found an instance where a purchase card holder was mistakenly listed as a business unit coordinator.

Recommendations:

The report makes two recommendations regarding the separation of duties of P-Card holders, Approving Officials, and Business Unit Coordinators and the accurate reporting of the name of the

Business Unit Coordinator on P-Card logs.

FINANCIAL IMPACT

Part 1. Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways:

There could be a potential recovery of \$91,175.92 in overcharges. Further, a review of charges since the Gold Line contract began in 2015 could identify similar billing errors identified in this audit that may also be recovered.

Part 2. Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018:

There is no financial impact.

Impact to Budget: Both Reports: There is no impact to the agency budget.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plan goal # 5.3, LA Metro will apply prudent commercial business practices to create a more effective agency.

NEXT STEPS

Metro management should implement corrective action plans.


ATTACHMENTS

Attachment A - Final Report on Audit of the Graffiti/Landscaping/Trash Maintenance on the Gold and Orange Lines Right-of-Ways

Attachment B - Final Report on Statutorily Mandated Audit of Miscellaneous Expenses for the Period October 1, 2018 to December 31, 2018

Prepared by: Yvonne Zheng, Senior Manager Audit, (213) 244-7301

Reviewed by: Karen Gorman, Inspector General, (213) 244-7307



Karen Gorman
Inspector General

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Audit of the Graffiti/Landscaping/Trash
Maintenance on the
Gold and Orange Lines Right-of-Ways**

Report No. 20-AUD-02

August 16, 2019



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Metro

DATE: August 16, 2019

TO: Metro Chief Executive Officer
Metro Board of Directors

FROM: Yvonne Zheng, Senior Manager, Audit 

SUBJECT: Audit of the Graffiti/Landscaping/Trash Maintenance on the
Gold and Orange Lines Right-of-Ways, Report No. 20-AUD-02

INTRODUCTION

The Office of the Inspector General (OIG) performed an audit of maintenance along the Gold Line (rail) and Orange Line (bus) Right-of-Ways (ROWs). This audit was conducted as part of our ongoing program to assist Metro in improving the efficiency of operations and implementing an effective internal control system and to deter fraud, waste, and abuse.

OBJECTIVES, SCOPE, AND METHODOLOGY OF AUDIT

The objectives of the audit were to determine if the trash collection and graffiti removal was effectively performed on the ROWs and if the Facilities Maintenance Department was effectively monitoring the contractors' maintenance of the ROWs. To accomplish this objective, we reviewed contracts; conducted surprise inspections; reviewed invoices and weekly/monthly reports for November 2018, December 2018, and January 2019; reviewed timesheets and payroll records; downloaded and analyzed data on graffiti removals; interviewed Facilities Maintenance, Procurement, Corporate Safety, and Contractor staff.

This audit was conducted in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

BACKGROUND

Our review covered the ROWs on the Gold and Orange Lines, which consists of the tracks, space next to the tracks, and walls/fencing to barricade the tracks between stations. The Gold Line is a 29.7-mile light rail line running from Azusa to East Los Angeles via Downtown Los Angeles serving 27 stations, including Little Tokyo, Union Station, and South Pasadena. The

**Audit of the Graffiti/Landscaping/Trash Maintenance on the
Gold and Orange Lines Right-of-Ways**

Office of the Inspector General

Report No. 20-AUD-02

Orange Line is a bus rapid transit line that operates between Chatsworth and the North Hollywood Metro Station. It covers 18 miles and 18 stations.

Operations is responsible for maintaining all Metro transit stations and Metro-owned park & rides, performing structural inspections and repairs, performing painting maintenance, and contracting for services, such as landscaping care. Within Operations, the Facilities Maintenance Department executed contracts for the graffiti abatement, landscaping & irrigation maintenance, and trash & vegetation removal services with Parkwood Landscape Maintenance (Gold Line Contractor) (Contract Number OP3635700) and with Woods Maintenance Services (Orange Line Contractor) (Contract Number OP3569100) effective November 15, 2015 to September 30, 2018. Both contracts include two one-year renewable options that were exercised by Metro through September 2020. The Gold Line contract value is \$21.5 million. The Orange Line contract totals \$27.5 million and also covers the Red and Purple lines. For both contracts, graffiti abatement and trash/vegetation removal services are paid for by the hour while landscaping & irrigation maintenance are paid for at a fixed monthly rate. These contracts cover various locations, such as divisions, stations, parking lots, and ROWs.

The Gold Line contract and the Orange Line contract have different Metro Senior Facilities Maintenance Supervisors assigned to act as Project Managers on behalf of Metro. Project Managers (Metro PMs) are responsible for monitoring the contractor's performance and for ensuring that the services provided and billed for are in accordance with contract terms. This responsibility includes reviewing and certifying contractor invoices.

RESULTS OF AUDIT

Overall we found that Gold Line and Orange Line ROWs were adequately maintained by the Contractors except for issues with bulky items and paint-out graffiti control on the Gold Line. We also found that the Orange Line contract was overall well monitored by its Metro PM and that only a few deficiencies need to be corrected, including a \$1,904 unauthorized charge. However, we found more significant contract compliance issues for the Gold Line contract which resulted in Metro being overcharged \$91,175.92 and paying \$30,905.28 in unauthorized charges. The questioned charges for both the Gold and Orange Lines totaled \$123,985.20 for the three-month period: November 2018, December 2018, and January 2019. (See Attachment B for a schedule.)

Issue 1: Gold Line Contractor Charged Metro for 15 Trash/Vegetation Crew Members When Only 14 Were Provided

Contract Terms. According to the Gold Line contract, Metro pays \$100.40 per hour for trash/vegetation removal services. The contract's price schedule showed an estimated 1,910 hours a month for these services, which equates to approximately 12 full-time positions.

**Audit of the Graffiti/Landscaping/Trash Maintenance on the
Gold and Orange Lines Right-of-Ways**

Office of the Inspector General

Report No. 20-AUD-02

Gold Line Contractor Overcharged Metro for Trash/Vegetation Removal Hours for an Extra Position Not Received. We reviewed the Gold Line Contractor's November, December, and January invoices and noticed that the number of invoiced hours was significantly higher than the estimated hours in the contract's price schedule. We contacted the Contractor to ask how they determined the invoiced hours. The Gold Line Contractor's Controller who inputs the hours on the invoices stated she charged Metro for 15 trash/vegetation staff (13 staff and 2 supervisors) at 108 hours per day (8 hours per day for the 13 staff and 4 total hours per day for the supervisors). She multiplied the 15 people times the number of available days of the month to determine the number of hours to bill. We met with the trash/vegetation staff which consisted of three teams of four people each (12 staff). All three teams stated that there is never an extra person with them. Based on our review, we accounted for only 14 people (12 staff plus 2 supervisors) who provided trash/vegetation services in November, December, and January.

Gold Line Controller's List of Team Members Was Incorrect. We asked the Contractor's Controller for a list of employees for whom she charged Metro hours for trash/vegetation removal for November, December, and January. Her list of trash/vegetation employees was incorrect. It was missing the names of three people who told us they had been working on the Gold Line team for two to three years and included four people who did not work on the Gold Line. She keeps a spreadsheet of the names of all crew members and said she updates it about once a quarter when the Contractor Project Manager (PM) tells her of any changes in staff. She could not explain why her list was wrong. As a result of our review, the Controller updated her list of trash/vegetation crew members. In May, the Contractor began requiring crews to fill out a manual timesheet at the end of each day with their number of hours worked and the Line they worked on. The Controller plans to use these timesheets to determine what to bill Metro in the future. We reviewed a recent timesheet, and it showed the correct 12 crew members for trash/vegetation. The Controller plans to only charge Metro for the hours for the 14 staff (12 staff plus 2 supervisors), starting on the June 2019 bill.

Overcharges. The Gold Line Contractor charged Metro \$803.20 per day (8 hours x \$100.40) for 63 work days in November, December, and January for a position that was not provided. As a result, Metro was overcharged \$50,601.60 for November, December, and January. It is possible that these overcharges also occurred before and after our three-month review period.

Metro Gold Line PM Was Not Adequately Reviewing the Invoices. The contract's price schedule showed an estimated 1,910 hours a month for trash/vegetation services, which equates to around 12 full-time positions. The Gold Line Contractor exceeded the estimated hours all three months in our review. For trash/vegetation, the Contractor charged Metro 2,376 hours; 2,160 hours; and 2,268 hours for November, December and January, respectively. All were significantly higher than the 1,910 hours monthly estimate.

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The former Metro PM¹ and current Metro PM did not know how many people were on the trash/vegetation teams and did not compare the number of hours on the monthly invoices to the estimated monthly hours on the price schedules in the contract. A Facilities Maintenance Senior Manager who supervised the Metro PMs stated that he expects the Metro PMs to compare the number of hours charged on the invoices to the contract's price schedule because the hours should be close to the estimate. He also expects the Metro PMs to ask the Contractor for an explanation if the hours invoiced are higher than the estimated hours on the price schedule.

He stated that the Metro PMs do not receive training on how to properly monitor Metro contracts and the invoices. The Metro PMs are expected to know how to manage contracts when they are hired because the position requires three years of experience in contract management. The Gold Line Contractor's errors may have been found sooner if the Metro PMs had asked the Contractor why they charged for hours that were significantly over the monthly estimate stated in the contract price schedule and if they had verified the number of team members providing the services against the number being billed for. In our opinion, it is essential for Metro PMs to be detail-oriented.

The Metro PM should require the Gold Line Contractor to provide a listing of crew members who worked graffiti abatement and trash/vegetation and the numbers of hours each person worked each day for the month. He should also consider making spot checks to verify the number of trash/vegetation staff actually working and should consider seeking a refund for the overcharges. Facility Maintenance management should also consider providing training to the Metro PMs on how to effectively monitor contracts and review invoices.

Orange Line. We found no issues with the trash/vegetation hours for the Orange Line. Each month, the Orange Line Contractor supported their invoiced hours by providing listings of staff who provided graffiti abatement services and trash/vegetation services and the number of hours each person worked each day. Also, their number of hours was in line with the estimated hours on the contract's price schedule.

Issue 2: Gold Line Contractor Did Not Charge Metro for Actual Hours Worked Which Resulted in Overpayments

The Gold Line Contractor did not charge Metro for actual hours worked for graffiti abatement and trash/vegetation services. Instead they charged Metro for available workdays for the month times a set number of employees. This methodology is not accurate because it does not take into account days when people are absent or work partial days. We found Metro was overcharged \$34,113.84 for days that team members did not work and no substitute was provided and for partial days that were billed as full 8 hour days.

¹ The former Metro PM was assigned to oversee the Gold Line contract around August 2016. He was replaced as the Metro PM for this contract in January 2019.

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Contract Terms. According to the Gold Line contract, Metro pays \$104.76 per hour for graffiti abatement services and \$100.40 per hour for trash/vegetation removal services. For the Orange Line, Metro pays \$119.00 per hour for both graffiti abatement and trash/vegetation services.

Metro Was Charged for Days When People Did Not Work. After reviewing the Gold Line Contractor's timecard records, subcontractors' timecard records, and subcontractor certified payroll records, we found 40 days where trash/vegetation or graffiti abatement team members were absent from work, but Metro was still charged for their hours. This does not include the days that the Gold Line Contractor had substitute staff make up for missed hours. (A further discussion of the substitution of hours is in Issue 4.) Within the 40 days, we found 12 trash/vegetation staff did not work Christmas Eve or New Year's Eve, however Metro was invoiced for these 2 days (192 hours) in full and was also charged 8 hours for supervision even though the employees were not working those days. The Contractor's Controller acknowledged that she did not look at timecards when determining the hours for the invoice and stated that the Contractor PM did not tell her that the crews did not work Christmas Eve or New Year's Eve. She charged Metro for hours for 15 trash/vegetation members and 7 graffiti abatement members times the number of available workdays of the month to determine the number of hours to bill. The current and former Gold Line Metro PMs were not aware of the vendor's current methodology of determining invoice hours and agreed that the Gold Line Contractor should only charge Metro for actual hours worked.

As a result of the Gold Line Contractor not charging Metro for actual hours worked, Metro overpaid \$33,210.24 for graffiti abatement and trash/vegetation services that were not received in November, December, and January. If the Controller had used payroll records, such as timecards, to determine billed hours, she would have identified the days that staff missed work; however, she relied on the Contractor PM to notify her of what days the staff had not worked and to substitute those hours. Regarding the subcontractors, the Gold Line Contractor relied on the subcontractors to self-report when their staff missed days. The Controller acknowledged that one of their subcontractors was "not very good" about reporting this. Our review found 16 days (part of the 40 days) the subcontractors were absent, but Metro was charged for these hours.

Metro was Charged for Full Days for Partial Days Worked. Our review of the November, December, and January Gold Line Contractor timesheets and certified payroll records found 5 days where trash/vegetation staff worked 6 to 7 hours but Metro was charged a full 8 hours for these days. As a result, Metro was overcharged for 9 hours at a rate of \$100.40 per hour. The overpayments totaled \$903.60.

Based on the issues found in this audit, the Gold Line Contractor agreed that her methodology in determining invoice hours was flawed and stated that they plan to charge Metro only for actual hours provided, starting June 2019. As mentioned previously, in May, they began

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requiring crews, including subcontractor staff, to fill out a manual timesheet at the end of the each day with their number of hours worked. The Controller plans to use these timesheets to determine the number of hours to bill Metro. The contract states that the contractor's applications for progress payments shall contain "any other documentation Metro requires to process the Progress Payment". The Metro PM is considering requiring the Gold Line Contractor to provide copies of timecards with their invoices to support their hours.

Orange Line. The Orange Line Contractor charged Metro for actual hours worked and provided support with their invoices. We found that Metro was charged the correct number of hours for November, December, and January.

Issue 3: Gold Line and Orange Line Contractors Charged Metro for Holidays Without Authorization.

We reviewed the Gold Line and Orange Line invoices for November, December, and January to determine if Metro was charged for holidays for trash/vegetation services and graffiti abatement services. There were six Metro-observed holidays during these months: Veteran's Day, Thanksgiving Day, Day After Thanksgiving, Christmas, New Year's Day, and Martin Luther King Day.

Contract Terms. The Gold Line and Orange Line contracts both state that:

"Contractor shall observe Metro-observed holidays unless otherwise advised by Metro PM. Metro observed holidays are New Year's Day, Martin Luther King Jr Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, and Christmas Day."

Gold Line Contractor Charged for Metro-Observed Holidays Without Authorization. During November, December, and January, the Gold Line Contractor charged Metro for trash/vegetation services and graffiti abatement services for Veteran's Day, Day After Thanksgiving, and Martin Luther King Day (MLK). Although the contract clause stated the Contractor shall observe Metro-observed holidays, the contract did not list the Day After Thanksgiving holiday. According to Procurement, this was an oversight that needs to be corrected. As a result, we did not hold the Gold Line Contractor accountable for charging Metro for that day.

The Gold Line Contractor's Controller told us they only recognized Thanksgiving and Christmas. (They also did not charge Metro for New Year's Day.) They felt justified in working and charging Metro for holidays because they are built into and paid for in the wages that the Contractor pays his graffiti abatement and trash/vegetation staff. However, Metro paying for holidays is in violation of the contract terms, and the former and current Metro PMs

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stated that they did not authorize the Gold Line Contractor to work or charge Metro for these holidays.

Unauthorized Charges. Metro paid \$30,905.28 in unauthorized charges to the Gold Line Contractor for Veteran’s Day (November 12, 2018) and Martin Luther King Day (January 21, 2019) for trash/vegetation and graffiti abatement services. This amount would have been \$46,357.92 if the charges for the Day After Thanksgiving had been included. Table 1 and 2 below shows the unauthorized charges for holidays for trash/vegetation and graffiti abatement services that Metro paid to the Gold Line Contractor.

Table 1. Holidays Hours Metro was Charged for Gold Line Trash/Vegetation Services

Holiday	Invoiced Team Hours Per Day	Cost Per Hour	Unauthorized Charges
MLK Day	108	\$100.40	\$10,843.20
Veterans Day	108	\$100.40	\$10,843.20
Total	216	\$100.40	\$21,686.40

Table 2. Holiday Hours Metro was Charged for Gold Line Graffiti Abatement Services

Holiday	Invoiced Team Hours Per Day	Cost Per Hour	Unauthorized Charges
MLK Day	44	\$104.76	\$4,609.44
Veterans Day	44	\$104.76	\$4,609.44
Total	88	\$104.76	\$9,218.88

Orange Line Contractor Charged for a Holiday Without Authorization. For trash/vegetation, the Orange Line Contractor did not charge Metro for any of the Metro-observed holidays, including the Day After Thanksgiving. However, for MLK Day, they charged Metro 16 hours (16 hours x \$119.00 per hour = \$1,904.00) for two graffiti abatement crew members. The Orange Line Contractor stated that this was an oversight, and, in the future his staff will not work on MLK Day without permission from the Metro PM.

Table 3. Holiday Hours Metro was Charged for Orange Line Graffiti Abatement Services

Holiday	Invoiced Team Hours Per Day	Cost Per Hour	Unauthorized Charges
MLK Day	16	\$119.00	\$1,904.00

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The Metro PMs for both contracts should review invoices to ensure Contractors are not charging Metro for unauthorized holiday hours and should only authorize payment for holiday hours if they had given pre-approval. A Senior Director at Facilities Maintenance stated she wants the Gold and Orange Line Contractors to work on the Day After Thanksgiving, which would cost Metro approximately \$20,000 for trash/vegetation and graffiti for that Metro-observed holiday. However, we recommend the contract should still be modified to add the Day After Thanksgiving to the Gold Line and Orange Line contracts because the contracts give Metro PMs the option to require the crews to work on holidays.

Issue 4: “Make-up” Hours Resulted in Metro Paying Twice for Services

Contract Terms. The Gold Line contract requires that graffiti abatement and trash/vegetation services be paid by the hour. Therefore, the more hours charged, the more money Metro pays the Contractor. Landscaping/irrigation services are paid for by a fixed monthly rate by location.

Make-Up Hours. The Gold Line Contractor’s Controller stated that when trash/vegetation or graffiti abatement team members took a day off from work, the Contractor PM used two landscaping/irrigation staff (one from the Gold Line and one from the Blue Line)² to make-up the hours and charged Metro for the trash/vegetation or graffiti abatement hourly rates for these substitute hours. Because the landscaping/irrigation services were paid on a fixed monthly rate, they did not see anything wrong with using landscaping/irrigation staff to make up the graffiti abatement and trash/vegetation hours.

Make-Up Hours Not Necessary. Nearly all of the make-up hours were done at later dates – not on the missed days. For example, three trash/vegetation members took November 23, 2018 off (24 hours). The Gold Line landscaping/irrigation member did not make-up the 32 hours until November 26, 27, and 28 (8 hours per day). Trash/vegetation members told us they handle the tasks if a team member misses a day which shows that making up the hours at a later date is not necessary. Having more workers than needed on a given day is inefficient and is a waste of Metro funds. We asked the Controller why they went through this process of making up hours. The Controller stated that for graffiti abatement and trash/vegetation services (which are both charged for by the hour), the Contractor PM wanted as many “boots on the ground” as possible. In other words, if someone was absent, he wanted to make up the hours by having someone else do “substitute” hours so that the Contractor could still charge Metro for the hours.

Metro Paid Twice For Landscaping/Irrigation Team Members’ Services. The Blue Line landscape/irrigation crew member worked trash/vegetation make-up hours for two days (16 hours that cost \$1,606.4). The Gold Line landscape/irrigation team member worked graffiti

² The Gold Line Contractor also has a separate contract with Metro to handle the graffiti/landscaping/trash for the Blue Line.

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abatement and trash/vegetation make-up hours for six days (48 hours that cost \$4,854.08). Metro paid for these two landscaping/irrigation members' wages in the fixed landscaping/irrigation monthly rates. Because Metro paid a flat monthly rate for landscaping/irrigation services and was also charged when these landscape/irrigation members did trash/vegetation or graffiti abatement work, Metro was essentially paying twice for these two landscape/irrigation members' services: once through the fixed monthly rate and again through the graffiti abatement and trash/vegetation hourly rate.

Reduction in Landscaping/Irrigation Services. According to the Controller, there were eight staff assigned to the landscaping/irrigation team for the Gold Line, and nine people were assigned to the landscaping/irrigation team for the Blue Line in November, December, and January. Removing staff from their Blue or Gold Line landscaping/irrigation duties to do make-up hours elsewhere meant a reduction in available resources for the Blue and Gold Line landscaping/irrigation services.

The current and former Metro PMs were not aware that the Gold Line Contractor was substituting hours and felt the practice was not appropriate. The current Metro PM is considering requiring the Gold Line Contractor to cease substituting hours.

Orange Line. We did not find any issues with the Orange Line Contractor's procedures for substituting hours for the Orange Line. They used staff assigned as floaters to substitute hours when necessary.

Issue 5: Graffiti Tracking Software Was Not Updated by Gold Line Contractor

Contract Terms. Tracking and Automated Graffiti Reporting System (TAGRS) is an online system that is used to store and track graffiti incidents. It is designed to be a shared database among all Law Enforcement agencies to help investigators identify and prosecute graffiti suspects. Metro's Gold and Orange Line contracts require the Contractors to be equipped with a Smartphone with camera and GPS capabilities that can work with TAGRS. Before removing a graffiti tag, the Contractors must photograph the tags and upload it into TAGRS.

Photos Not Uploaded to TAGRS. We obtained access to TAGRS and ran some reports to determine if the Contractors for the Gold and Orange lines were uploading photos of graffiti as required by the contract. We verified that the Orange Line Contractor regularly uploaded photos and information into TAGRS. However, the Gold Line Contractor did not use TAGRS. Before our audit, the last time photos were uploaded to TAGRS for the Gold Line was December 2016.

We spoke with the Gold Line graffiti abatement team members and asked why they stopped uploading photos to TAGRS. They explained that the application started having issues, and they were unable to use it. They stated they reported the issue to the Contractor PM. As a

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result of our review, the former Metro PM facilitated TAGRS support staff to help the Contractor load the TAGRS application to their phones. We verified that starting the last week of March 2019 graffiti photos were being uploaded to TAGRS for the Gold Line.

Metro PM Was Not Monitoring TAGRS Use. It is important for law enforcement to have access to information of graffiti tags on the Metro lines so they can analyze the criminal vandalism activity. The Metro PM was not aware that the Gold Line Contractor had not been uploading photos to TAGRS until our audit because he did not check to verify. The Metro PM should periodically run reports in TAGRS to verify the Contractor is uploading photos.

Orange Line: We verified that the Orange Line Contractor regularly uploaded photos and information into TAGRS.

Issue 6: Frequency of Gold Line Graffiti Abatement and Trash/Vegetation Removal Services Were Not Consistent With Contract Terms

Contract Terms. According to the Gold Line contract, the Contractor is supposed to provide all labor, supervision, equipment, chemicals, supplies, and other items needed to provide complete removal of graffiti from Metro owned properties including the ROWs. The inspection and removal is to be done on a daily basis along the ROWs. Trash/vegetation removal services are required to be done weekly.

Graffiti Abatement Services Were Not Performed Daily. Facilities Maintenance and the Gold Line Contractor had different expectations on the frequency of graffiti abatement services. As mentioned previously, we met with the Gold Line graffiti abatement team. Although the contract requires the Contractor to do graffiti abatement inspections daily along the ROWs, the team explained they only performed these inspections a couple of times a week by riding the trains and visually looking, and the removal times vary, depending on when they can get access to the ROWs. The former Metro PM expected the Contractor to do graffiti abatement along the ROWs on a weekly basis. The Facilities Maintenance Senior Manager stated that he expects the Gold Line graffiti abatement team to inspect the ROWs weekly for offensive graffiti that need to be removed immediately and to remove non-offensive tags once a quarter because it is difficult for the Contractor to get permission from Metro's Rail Operations Control to get access to the active ROWs to perform the service. All parties had different expectations on the frequency of service for the ROWs, and none of them met the contract requirement of daily service. However, the Contractor and the Facilities Maintenance Senior Manager both agreed that daily service would be too difficult to accomplish. The Facilities Maintenance Senior Manager could not remember the circumstances of how or when the frequency of service changed from daily service or why it was not documented in a contract modification.

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Trash/Vegetation Services Not Performed Weekly. Although the contract states that the trash/vegetation services must be done weekly on the ROW, the Metro PM and Facilities Maintenance Senior Manager expected the trash/vegetation services to be performed quarterly. The Facilities Maintenance Senior Manager stated that the contract requirements should have said quarterly – not weekly. He explained that it was an oversight that this error in the contract had not been caught earlier.

No Contract Modification. Only a Contracting Administrator is authorized to execute a contract modification on behalf of Metro. Changes in the terms of service discussed in a contract must be documented formally in an amendment to the contract. It is the responsibility of the Metro PM to initiate contract modifications and work with the Contract Administrator to execute it. The Gold Line contract had three formal contract modifications, but none of them were for changes to the frequency of service for the graffiti abatement services. There was also no contract modification to change the trash/vegetation services on the ROWs from weekly to quarterly.

The Contract Administrator was unaware of these reductions in the frequency in service. He stated that if he had been aware, he would have reviewed whether there should have been a reduction in the contract price. It is important that changes to contract terms be documented formally in a contract modification to ensure it is in writing and that both parties are in agreement with the terms. It also gives the Contract Administrator an opportunity to determine if the changes affect the contract price. Metro should determine the frequency of graffiti abatement services needed and then submit a contract modification to the Contract Administrator, if necessary. They should also consider doing a contract modification to change the frequency of service for the trash/vegetation services to quarterly. We did not find any issues with the frequency of graffiti abatement or trash/vegetation services for the Orange Line.

Orange Line: The Orange Line contract requires daily graffiti abatement services and quarterly vegetation removal services. Their frequencies of service were consistent with the contract.

Issue 7: Payment Certifications Were Not Provided

Contract Terms: The Gold and Orange Line contracts require the Contractors to sign and submit a Payment Certification with each monthly invoice. The Payment Certification is an important document because it certifies:

- the contractor’s invoice reflects actual work performed,
- the work completed was in accordance with the terms of the contract,
- subcontractors were paid, and
- the Contractor understands the penalties for submitting false claims for payment.

Payment Certifications Were Not Submitted By Gold Line Contractor. We reviewed the Gold and Orange line invoices for November, December, and January. The Orange Line Contractor

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submitted the payment certifications. However, the Gold Line did not provide the certifications. The Metro PM acknowledged that the Gold Line Contractor had never provided payment certifications since the contract began, and they had not followed up with requesting them. The former Metro PM stated it was an oversight. As a result of not obtaining the payment certifications, Metro had no assurance that the Contractor was aware of the repercussions of submitting false payments requests. With the billing issues we found during our audit, it is especially important that the Gold Line Contractor understands the ramifications if they knowingly bill Metro for work not performed or not in accordance with the terms of the contract. The Metro PM plans to require the Gold Line Contractor to provide them in the future.

Orange Line: We verified that the Orange Line Contractor submitted the payment certifications.

Issue 8: Weekly/Monthly Reports Were Not Detailed And Some Data Was Not Reliable

Contract Terms. According to both the Orange and Gold Line contracts, the contractors must submit a required weekly report that summarizes the activity during the week per station/location including total number of graffiti tags abated per station/location and tons of trash removed. A monthly report must also be submitted that provides date, time, location serviced, and total man-hours expended.

Locations/Dates/Times Not Broken Out. The Gold Line Contractor provided summary totals of graffiti tags and tons of trash/vegetation removed by the week. However, they did not provide the number of tags or tons of trash/vegetation removed per station/locations nor the dates, times, and hours as required by the contract. The contract states that Metro's PM must approve the report formats before implementation and the first scheduled submittal. The Facilities Maintenance Senior Manager stated that the Metro PM at the time the contract was first executed did not want a lot of details. He preferred to have just the summary of information. As a result, the Gold Line Contractor did not provide all the information the contract specified because a former Metro PM did not require it. Regardless, we believe the Contractor should follow the contract requirements.

Summary Numbers Were Based on Memory. The Gold Line's weekly/monthly report shows only a summary total by week of the number of graffiti tags removed on the Gold Line. The Contractor PM who provides the numbers for the weekly/monthly reports stated that graffiti abatement teams give him a total number of tags they removed, and they do not provide the number of tags per location. One graffiti team told us they do not write down the number of tags by station as they remove them. Instead, they rely on memory when they report their numbers to the Contractor PM. This is not an accurate method to track information and may have resulted in reported weekly/monthly numbers being overstated.

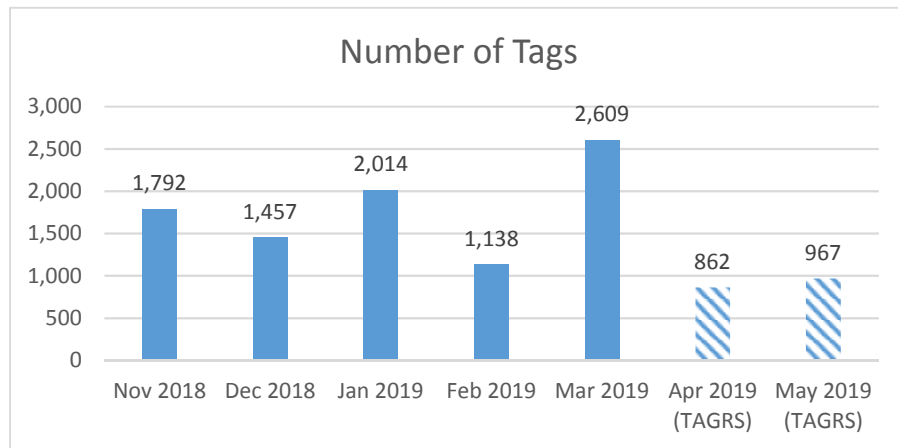
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As mentioned previously, TAGRS requires the uploading of photographs of graffiti tags. Using the reports from TAGRS is a more reliable source for the tag numbers because there is photographic support. Figure 1 below shows the number of graffiti tags the Gold Line Contractor reported on their weekly/monthly reports from November 2018 to March 2019. It also shows that significantly less tags were reported in April and May 2019 after the Gold Line graffiti abatement team began using TAGRS regularly. The number of tags went from a high of 2,609 tags in March to 967 tags in May (63 percent difference) which indicates that the number of tags reported prior to April may have been overstated.

Figure 1. Number of Tags Reported by the Gold Line Contractor in November 2018 to May 2019.



Although the graffiti abatement services are paid for on an hourly basis, not by the number of tags, the Metro PM agreed it is important that the tag numbers are detailed and reliable because this information can affect staffing size decisions and future contract requirements. It also provides Metro information that could be analyzed, such as historical trends regarding where the graffiti activity is getting worse or better. Now that the Gold Line Contractor is uploading in TAGRS information and photographs of graffiti tags abated, it would be easy to provide this information to meet the contract requirements. The Gold Line contractor said they would be willing to provide this report if they could get some support in learning how to run reports in TAGRS.

Orange Line: The Orange Line Contractor provided TAGRS-based reports that gave details such as the date, station, location of the tags (such as on a bench or fence), method used to clean the graffiti, and the number of tags. They also provided a summary sheet that showed the tons of trash removed by location and the hours and time of day. Their weekly/monthly reports were adequate.

Issue 9: Contractors Did Not Submit Monthly Evaluations

Contract Terms: The Gold Line and Orange Line contracts state: “Contractor will be responsible for conducting monthly unannounced Efficiency and Compliance evaluations (E&C) of the work crews to determine the level of compliance with safety rules and procedures. These evaluations shall be documented on the E&C forms used by Metro and submitted to Metro within one (1) week after the last day of each month.”

The E&C Forms Were Not Submitted: Neither the Gold Line or Orange Line Contractors submitted these forms to Metro although this was a contract requirement. The Metro PMs were not aware of this requirement and believe it had not been done since the contracts began in 2015. These forms are important because they show that the Contractor is monitoring their crews at least once a month to ensure safety rules and other Metro procedures are being complied with. The Gold Line Contract PM did not recognize the name of a graffiti abatement team employee who had been on the team for 3 years. Two graffiti abatement team members said they did not see the Gold Line Contract PM very often. This illustrates why it is important for the Contractor PM to visit the work teams at least once a month and to complete the E&C evaluation forms.

As soon as we brought this issue to their attention, the Metro PMs for both the Gold and Orange lines stated that they plan to require their Contractors to submit these forms with their monthly invoices in the future.

Issue 10: Bulky Items Were Not Removed And Paint-Out Graffiti Was Not Reported

Contract Terms: According to the Gold Line contract, bulky items pickup shall be performed on an as needed basis as observed by contractor’s crews. Although it is not discussed in the contract, according to the Gold Line Contractor, the graffiti abatement teams ride the trains to every station and are instructed to look out the windows for graffiti paint-out jobs, as well as bulky items.

“Paint-Out” jobs are graffiti tags that are located on nonporous surfaces (like metal or painted surfaces) and must be abated by being painted over to prevent damage from graffiti abatement methods of chemical treatment or pressure washing. There is a different contract that deals with paint-out graffiti jobs.³ The Gold Line Contractor is only required to do graffiti abatement using chemicals. The Contractor’s graffiti abatement team is supposed to inform their supervisors if they see graffiti on the ROWs that are paint-out jobs. Those supervisors are supposed to inform the Metro PMs who arrange for the appropriate company under a different contract to handle this type of job.

³ The Contractor for paint-out jobs works on an as-needed basis and is able to paint-out most graffiti within 24 hours. If the graffiti is located on an active ROW, it could take 7 to 10 days to get track allocation approval.

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Bulky Items Were Not Picked Up on the Gold Line. According to the Contractor PM, if the teams see bulky items near the tracks, they must handle those immediately and not wait until the quarterly trash pick-up. The danger of bulky items being near the tracks is that they could fall onto the tracks. It is important that the Contractor removes these items promptly because they present a safety concern. We inspected sections of the Gold Line on January 23, 24, 25, and 29, 2019. We noticed a car window and a damaged child's swimming pool near the tracks during the January 23rd inspection and these items were still there 6 days later during our January 29th inspection. The Contractor stated the graffiti abatement team inspects the ROWs daily, but as discussed previously, the graffiti abatement team told us they ride the trains and inspect the ROWs only a couple of times a week. He could not explain why his team had not spotted and removed these items after 6 days.

Paint-Out Graffiti Tags Were Not Reported. Paint-out type graffiti tags found on sections of the Gold Line on Wednesday, January 23rd had not been removed by Monday, January 29th. (See Figure 2 below for examples.) We confirmed with the Metro PM that the Contractor had not reported any paint-out tags to him during that week. Two members of the graffiti abatement team told us that they do not report paint-out graffiti tags to their supervisors because they believed it was not their responsibility to do so.

Figure 2. Paint-Out Graffiti Tags On the Gold Line for 6 Days



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Metro should advise the Gold Line Contractor to require graffiti abatement team members to be diligent in looking for bulky items and graffiti paint-out jobs and should consider formalizing the paint-out reporting duty in a contract modification or consider adding this to future contracts. A Facilities Maintenance Senior Manager is considering requiring the Gold Line Contractor's graffiti crews to fill out a log, documenting their train inspections, and submit it with their weekly reports.

Orange Line: The Orange Line contract also requires bulky items be picked up on an as needed basis. We inspected the Orange Line and did not find any issues with the graffiti or bulky items.

CONCLUSION

Overall the Gold Line and Orange Line ROWs were adequately maintained by the Contractors except for two issues on the Gold Line concerning a few bulky items not being picked up and paint-out graffiti not being reported to Metro. We also found a significant number of instances of noncompliance with the Gold Line contract and minor issues with the Orange Line contract that resulted in Metro being overcharged \$91,175.92 and paying \$32,809.28 in unauthorized charges, totaling \$123,985.20 for November 2018, December 2018, and January 2019 services.

The Orange Line contract overall was adequately monitored. However, we found there was significant room for improvement in contract compliance by the Gold Line Contractor and in the monitoring of the Gold Line Contractor. It is important that Metro PMs who oversee contracts understand the importance of properly monitoring the contractor's performance and invoices to ensure Metro is paying for services actually received before certifying the invoices. Because the Gold Line Contractor also has a contract with Metro for the Blue Line, the Metro PM should see if the issues discussed in this report are also issues on the Blue Line and correct them as well as recover any overcharges found.

We believe the Gold Line Contractor should be given written notice that their inaccurate billing procedures and noncompliance with contract terms are unacceptable. This should be a consideration concerning any future proposals submitted by this Contractor to Metro. Our review covered a three-month period and found \$91,175.92 in overcharges. If the issues we found had been going on since the contract began nearly four years ago, the amount of overcharges could be over a million dollars. Facilities Maintenance should consider determining if refunds are owed for the time before and after the three-month period covered by this audit from the Gold Line Contractor.

RECOMMENDATIONS

We recommend that Operations:

1. Ensure the Gold Line Contractor only bills Metro for actual hours worked and require them to provide support for their invoiced hours for trash/vegetation and graffiti abatement services with their monthly invoices.
2. Require the Gold Line Metro PM to do periodic spot checks to verify the staff providing trash/vegetation and graffiti abatement services.
3. Instruct the Gold Line Metro PM to compare all invoices to the contract's price schedule and seek an explanation when there are significant differences.
4. Remind the Gold Line and Orange Line Contractors to request authorization from the Metro PMs before allowing crews to work holidays, as required by the contract, and instruct Metro PMs to only authorize payment for holidays if they had given pre-approval.
5. Consider working with the Procurement Department to modify the Gold and Orange Line contracts to include the Day After Thanksgiving as a Metro-observed holiday to the requirements and ensuring any future contracts address this issue.
6. Require the Gold Line Contractor to cease the practice of using landscaping/irrigation staff assigned to Metro contracts to make up missed hours for the trash/vegetation and graffiti abatement staff at later dates.
7. Request a refund from the Gold Line Contractor for overpayments made for the extra position that did not provide services, for the days/hours that staff did not work, and for the make-up hours paid, totaling \$91,175.92.
8. Consider determining for the time before and after the three-month period covered by this audit if refunds are owed from the Gold Line Contractor for the extra position that did not provide services, for days/hours that staff did not work, and for graffiti and trash/vegetation make-up hours performed by landscaping/irrigation staff.
9. Instruct the Metro PM to periodically verify that the Gold Line Contractor is using TAGRS.
10. Consider working with the Procurement Department to modify the Gold Line contract to change the frequency of service for Gold Line's graffiti abatement services and trash/vegetation services.

**Audit of the Graffiti/Landscaping/Trash Maintenance on the
Gold and Orange Lines Right-of-Ways**

Office of the Inspector General

Report No. 20-AUD-02

11. Ensure that the Gold Line Contractor submits a Payment Certification with their monthly invoice as required by the contract.
12. Require the Gold Line Contractor's weekly/monthly reports to include the level of detail required by the contract.
13. Require the Gold Line and Orange Line Contractors to submit monthly Efficiency and Compliance evaluations for the work crews as required by the contract.
14. Request the Gold Line Contractor to remind their graffiti abatement team members to be diligent in looking for bulky items and graffiti paint-out jobs.
15. Consider working with the appropriate department in charge of making decisions about signage on Metro properties and post a hotline number at the stations that the public can use to report graffiti or bulky items.
16. Provide instructions to the current and former Gold Line Metro PMs on effective monitoring procedures of Contractors' performance.
17. Consider working with the Procurement Department to determine any appropriate action that should be initiated against the Gold Line Contractor due to their inaccurate billing procedures and lack of compliance with contract terms.

**Audit of the Graffiti/Landscaping/Trash Maintenance on the
Gold and Orange Lines Right-of-Ways**

Office of the Inspector General

Report No. 20-AUD-02

METRO MANAGEMENT COMMENTS

Operations plans to coordinate with Vendor/Contract Management and Management Audit Services Departments to start the process of reviewing and implementing recommendations to more effectively provide accountable controls and oversight of Facilities Maintenance contracts. Their staff plans to provide regular updates to the OIG as recommendations are considered, addressed, or closed out.

EVALUATION OF METRO MANAGEMENT COMMENTS

The OIG will monitor the planned actions and follow up on implementation of the recommendations until all proposed actions are completed.

Summary of Overcharges and Unauthorized Charges

The table below shows a summary of the overcharges and unauthorized charges found during the audit.

<u>Description</u>	<u>Amount</u>
<i>Gold Line Overcharges</i>	
Extra Trash/Veg Person	\$50,601.60
Absent Days	\$33,210.24
Partial Days	\$903.60
Make-Up Hours	<u>\$6,460.48</u>
Subtotal	\$91,175.92
<i>Unauthorized Charges</i>	
Holidays – Gold Line	\$30,905.28
Holidays – Orange Line	<u>\$1,904.00</u>
Subtotal	32,809.28
Total	<u>\$123,985.20</u>

Management Comments to Draft Report



Metro

Interoffice Memo

Date	August 12, 2019
To	Karen Gorman Inspector General
From	James T. Gallagher <i>JTG</i> Chief Operations Officer
Subject	Management Response to the Audit of Graffiti, Landscape, Trash & Vegetation Maintenance of the Gold and Orange Lines ROW Contracts (Report # 20-AUD-02)

Operations Management has received and reviewed the Audit of the Graffiti, Landscape, Trash & Vegetation Maintenance of the Gold and Orange Lines Rights-of-Way contracts issued by the Office of Inspector General. The report includes a total of 17 recommendations for the period of November 2018 through January 2019 mostly relative to the Gold Line Graffiti, Landscape, Trash & Vegetation Maintenance contract in terms of compliance, insufficient payment review/verification, incorrect/unauthorized charges, and reliability of weekly/monthly contractor performance reports.

Operations, in coordination with the Vendor/Contract Management and Management Audit Services Departments, will begin the process to review and implement change recommendations to more effectively provide accountable controls and oversight of Facilities Maintenance contracts. Staff will provide regular updates to the OIG as recommendations are considered, addressed and/or closed out.

CC: Nadine Lee, Chief of Staff
 Debra Avila, Chief Vendor/Contract Management Officer
 Diana Estrada, Chief Auditor
 Nalini Ahuja, Chief Financial Officer
 Diane Corral-Lopez, EO, Operations Administration
 Errol Taylor, Sr. EO, Rail Maintenance & Engineering
 Brady Branstetter, DEO, Facilities Maintenance
 Lena Babayan, Sr. Director, Facilities Maintenance
 Carlos Martinez, Sr. Mgr, Facilities Maintenance
 Nancy Alberto-Saravia, Sr. Mgr, Transportation Planning

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Chief Auditor
Audit Support Manager
Manager, Records & Information Management

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Statutorily Mandated Audit of
Miscellaneous Expenses for the Period
October 1, 2018 to December 31, 2018**

Report No. 20-AUD-01

July 26, 2019



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Metro

**Los Angeles County
Metropolitan Transportation Authority**

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

213.244.7300 Tel
213.244.7318 Fax

DATE: July 26, 2019

TO: Metro Board of Directors
Metro Chief Executive Officer

FROM: Yvonne Zheng, Senior Manager, Audit, Office of the Inspector General

SUBJECT: Final Report on Statutorily Mandated Audit of Metro Miscellaneous Expenses
From October 1, 2018 to December 31, 2018 (Report No. 20-AUD-01)

INTRODUCTION

The Office of the Inspector General (OIG) performed an audit of Metro miscellaneous expense transactions processed from October 1, 2018 to December 31, 2018. This audit was performed pursuant to Public Utilities Code section 130051.28(b), which requires the OIG to report quarterly on the expenditures of the Los Angeles County Metropolitan Transportation Authority (Metro) including its Board of Directors for miscellaneous expenses, such as travel, meals, training, refreshments, and membership fees.

We found that the transactions reviewed generally complied with Metro policies, were reasonable and adequately supported by required documents. However, we found an instance that a purchase card holder was mistakenly listed as a business unit coordinator.

OBJECTIVES, METHODOLOGY, AND SCOPE OF AUDIT

The objectives of the audit were to determine whether:

- Expenses charged were proper, reasonable, and in accordance with Metro policies and procedures.
- Expenses had proper approvals, receipts, and other supporting documentation.
- Policies and procedures are adequate to ensure that expenses are documented and properly accounted for.

**Statutorily Mandated Audit of Miscellaneous Expenses for the Period
October 1, 2018 to December 31, 2018**

Office of the Inspector General

Report No. 20-AUD-01

To achieve the audit objectives, we performed the following procedures:

- Obtained and reviewed applicable policies and procedures,
- Reviewed Metro’s Purchase Card Rules and Guidelines,
- Interviewed appropriate staff in Accounting and other departments, and
- Reviewed a sample of expenses for the period of October 1, 2018 to December 31, 2018 to determine if they were reasonable, properly approved, and supported by required documentation (i.e. invoices, receipts, and justification memos).

This audit covered a review of Metro miscellaneous expenses for the period of October 1, 2018 to December 31, 2018. For this period, miscellaneous expenses totaled \$1,997,667.02.¹ We selected 36 expense transactions totaling \$485,664.87 for detail testing. Thirty one of the expense transactions were randomly selected, and the remaining 5 were judgmentally selected due to their large dollar amount. See Attachment A for details.

This audit was conducted in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

BACKGROUND

All Metro expenditures are categorized into various expense accounts and recorded in Metro’s Financial Information System (FIS). Metro employees have several options for seeking payment for miscellaneous expenses incurred, such as check requests, purchase cards, purchase orders, and travel & business expense reports. Each option has its own policies, procedures, or guidelines. The Accounting Department’s Accounts Payable Section is responsible for the accurate and timely processing of payments for miscellaneous expenses.

RESULT OF AUDIT

The audit found that the transactions reviewed generally complied with policies, were reasonable and adequately supported by required documents. However, we found that a purchase card holder was mistakenly listed as a business unit coordinator.

¹ This total does not include transactions that were \$200 or less, offsetting credits, and transactions from the OIG and Ethics Departments.

**Statutorily Mandated Audit of Miscellaneous Expenses for the Period
October 1, 2018 to December 31, 2018**

Office of the Inspector General

Report No. 20-AUD-01

P-Card Holder Was Mistakenly Listed As Business Unit Coordinator

We found that a P-Card holder from Real Estate Administration Department was mistakenly listed as a Business Unit Coordinator (BUC) in August 2018 purchase card log. According to Metro's Purchase Card Rules and Guidelines, "a Business Unit Coordinator may not be assigned as a P-Card Holder." The department's card holder and approving official stated that the card holder is not the Business Unit Coordinator of the department. Administration Policy Department checked and confirmed that the card holder is not the Business Unit Coordinator for the department. The Senior Manager from Administration Policy Department stated that he addressed the separation of duties and responsibilities during the mandatory purchase card training. He also specifically mentioned that card holders, approving officials and business unit coordinators should not list themselves in roles what they are not performing. The cost center reported that they will update the Business Unit Coordinator in future P-Card logs.

CONCLUSION

We found that Metro miscellaneous expenses reviewed for the period of October 1, 2018 to December 31, 2018 generally complied with policies, and were reasonable and adequately supported with required documents. However, a purchase card holder was mistakenly listed as a business unit coordinator of the department.

RECOMMENDATIONS

We recommend:

1. The Administration and Policy group in the Procurement Department should continue their efforts in addressing the separation of the duties and the responsibilities of P-Card holders, Approving Officials and Business Unit Coordinators during training.
2. The Real Estate Administration Department should ensure their future P-Card logs are submitted according to P-Card Rules and Guidelines; specifically, ensure that the name of the Business Unit Coordinator is accurately reported on the P-Card logs.

MANAGEMENT COMMENTS TO RECOMMENDATIONS

On July 11, 2019, we provided Metro Management a draft report. On July 12 and July 19, Procurement Department and Real Estate management completed responses that agreed with the recommendations in the report (see Attachment B).

OIG EVALUATION OF MANAGEMENT RESPONSE

Management's corrective actions taken are responsive to the findings and recommendations in the report. Therefore, we consider all issues related to the recommendations resolved and closed based on the corrective actions taken.

**Summary of Sampled Expenses Audited
For the Period from October 1, 2018 to December 31, 2018**

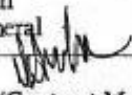
<i>Account</i>	<i>Account Description</i>	<i>Total Amount</i>	<i>Sample Amount</i>
50213	Training Program	\$ 152,745.56	\$ 115,000.00
50903	Business Meals	73,970.17	2,485.48
50905	Corporate Membership	228,913.50	84,188.00
50908	Employee Relocation	18,904.52	0
50910	ER Mileage / Parking	3,864.86	363.14
50912	Professional Membership	16,525.00	840.00
50914	Schedule Checkers	2,945.14	0
50915	Seminar and Conference Fee	109,802.12	1,066.89
50917	Business Travel	210,461.54	8,128.95
50918	Advertising	767,520.18	154,445.77
50999	Other Miscellaneous Expenses	<u>\$ 412,014.43</u>	<u>\$ 119,146.64</u>
	<i>Totals</i>	<u>\$ 1,997,667.02</u>	<u>\$ 485,664.87</u>

Management Comments to Draft Report



Metro

Interoffice Memo

Date	July 12, 2019
To	Karen Gorman Inspector General
From	Debra Avila  Chief Vendor/Contract Management Officer
Subject	Response to OIG Draft Report, July 11, 2019 (Report No. 20-AUD-01)

OVERVIEW

I have reviewed the results of the subject draft report and concur with the findings and recommendations for V/CM in the report.

OBSERVATION

Corrective measures have been taken to correct the observation that: "P-Card Holder Was Mistakenly Listed As Business Unit Coordinator."

RECOMMENDATION

In addition, the draft report recommends: "The Administration and Policy group in the Procurement Department should continue their efforts in addressing the separation of the duties and the responsibilities of P-Card holders, Approving Officials and Business Unit Coordinators during training.

PROPOSED ACTIONS

Vendor/Contract Management concurs with this recommendation and the department will continue to address the separation of duties and responsibilities during training, as well as remind program participants of the purchase card intranet site which details policy, procedure, and responsibilities.

Monthly, all P-Card Program participants (cardholders and approvers) reaching the two-year anniversary are contacted for the appropriate re-fresher training where separation of duties is addressed.

Twice a year, the cardholder list is reviewed with all Business Unit Coordinators to ensure account accuracy, including roles.

Additionally, in 2019 the department has instituted a Metro Purchase Card Program Quarterly Newsletter which is sent to all program participants in which policy reminders, such as separation of roles, and other policy topics are addressed.

Should you have any questions, please feel free to call me.

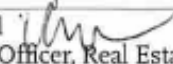
Thank you.

Management Comments to Draft Report



Metro

Interoffice Memo

Date	July 19, 2019
To	Karen Gorman Acting Inspector General
Through	John Potts Executive Officer, Real Estate
From	Velma C. Marshall  Deputy Executive Officer, Real Estate
Subject	Response to OIG Draft Report on July 11, 2019 (Report No. 20-AUD-01)

OVERVIEW

I have reviewed the findings of the OIG Draft Report (Report No. 20-AUD-01) and I concur that corrective actions are/were required.

OBSERVATION

The Report identifies that from October 1, 2018 to December 1, 2018 the Purchase Card Holder was also the Business Unit Coordinator. It's understood that the Purchase Card Rules and Guidelines prohibit the Purchase Card Holder from serving as the Business Unit Coordinator.

RECOMMENDATION

The Real Estate Administration Department will follow the Purchase Card Rules and Guidelines by ensuring the Purchase Card Holder and Business Unit Coordinator are separate personnel and listed correctly on the Purchase Card logs.

CORRECTIVE ACTIONS TAKEN

In response to the report findings and the above recommendation, as of March 2019 the Real Estate Administration Department assigned Craig Justesen as the Business Unit Coordinator. The corrective action resolves any compliance issues.

Should you have any questions, please feel free to call me.

Thank you.

Final Report Distribution

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**Audit of the Graffiti/Landscaping/Trash Maintenance
on the
Gold and Orange Line Right-of-Ways**

**Presented by
Karen Gorman, Inspector General**

Operations, Safety, and Customer Experience
Committee

September 19, 2019



Key Findings

Attachment C
Legistar File # 2019-0631

-
- Gold Line Contractor charged Metro for 15 crew members when only 14 were provided
 - Gold Line Contractor did not charge Metro for actual hours, resulting in overpayments
 - Gold and Orange Line Contractors charged Metro for holiday work without authorization
 - Gold Line Contractor's use of "make-up" hours resulted in Metro paying for staff twice
 - Gold Line, bulky items were not removed in a timely manner, and paint-over graffiti was not reported



Key Recommendations

Attachment C
Legistar File # 2019-0631

- Ensure the Gold Line Contractor only bills Metro for actual hours worked
- Require support for invoiced hours
- Do periodic spot checks
- Remind Contractors to request authorization before working holidays
- Require a refund from Contractor for overbillings